AutoText

This service allows text messages to be sent to the mobile phones of staff users, or pupils' designated contacts or for users to be contacted by email.

Please note that NO texts or emails are sent automatically. The use of this service requires an SMS sender to pro-actively perform a series of actions in order to send either texts or emails.

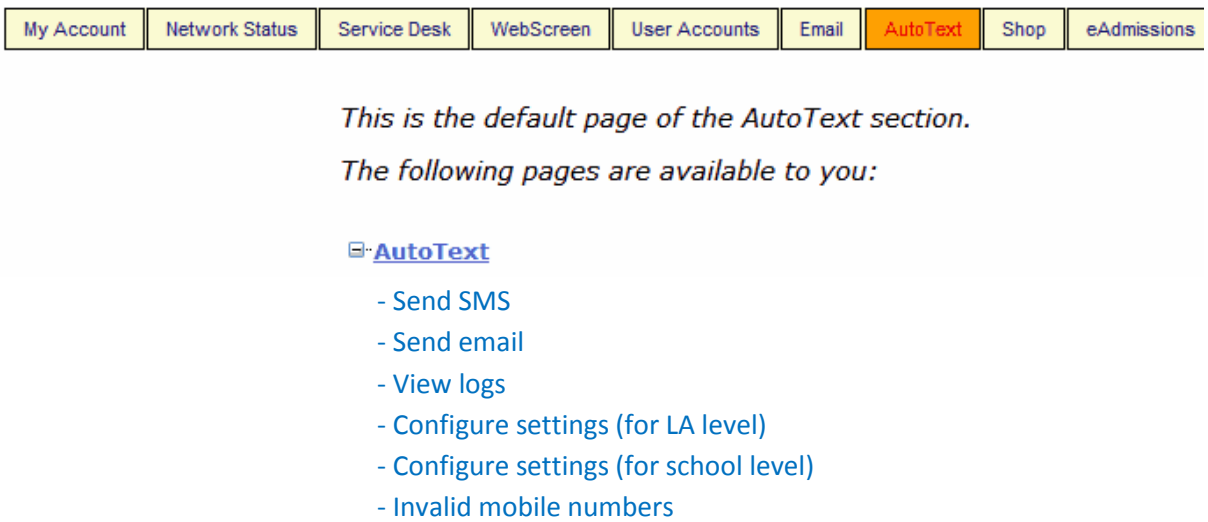
The link to the AutoText module is available to everyone but only authorised SMS senders whose LA or school subscribes to the service will be able to send text messages.

SMS Sender is a specific profile option allocated to a member of staff at a school or LA. Only Head teachers, LA Super or Power users can give someone the relevant permissions to become an SMS sender by editing the relevant user's profile. Alternatively, Head teachers can grant this permission via the Head teacher summary page found under My Account.

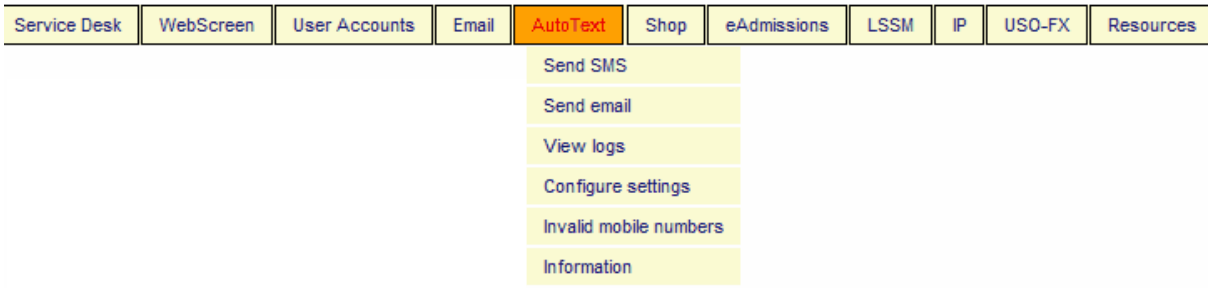
Ideally, users with the SMS sender profile option enabled should also have View secure MIS data enabled in their profiles. Without it, they will be able to see only a limited amount of information regarding the parent/guardian contacts (i.e. no contact names or phone numbers). Only LA Super or Power users can give someone the relevant permissions to View secure MIS data by editing the relevant user's profile.

Schools that subscribe to AutoText can also update their OpenCheck settings by text message as long as they have some message credits available.
For full instructions see the Text OpenCheck section.

To send SMS or view texts your school has sent or received, select AutoText and then click the required link text.



Alternatively, hover over the tab and make your selection from the dropdown menu.



Send SMS

If you are an authorised SMS sender, to send a text message select Send SMS under the AutoText module.

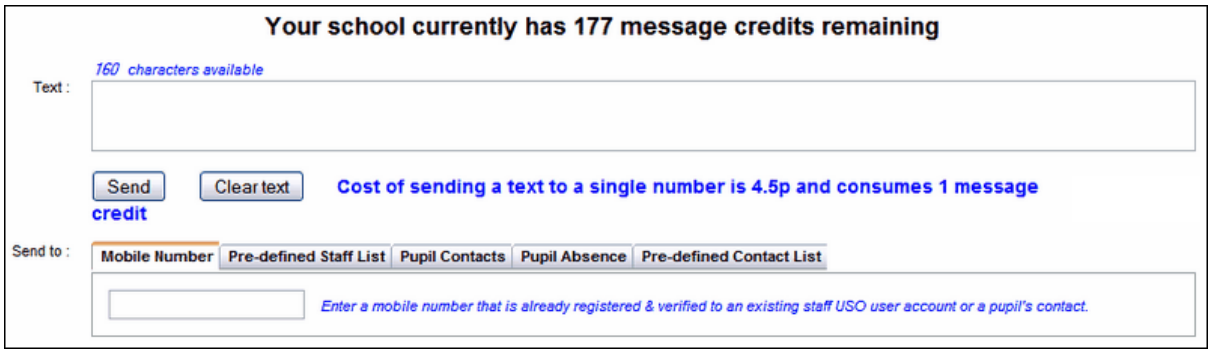
Please note that NO texts or emails are sent automatically. The use of this service requires an SMS sender to pro-actively perform a series of actions in order to send either texts or emails.

If you are associated with several schools where you are an SMS sender, a dropdown list of schools will be visible. Otherwise, only one school will be displayed.

If you are an LA level user, you will be able to select any school within the authority.

Credit availability

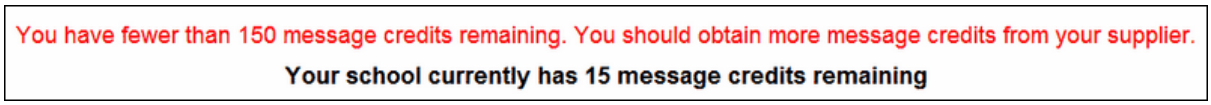
The number of messages available to the selected school will be displayed across the centre of the screen in bold text.


Your school currently has 177 message credits remaining
160 characters available
Text :
Send
Clear text
Cost of sending a text to a single number is 4.5p and consumes 1 message credit
Send to :
Mobile Number
Pre-defined Staff List
Pupil Contacts
Pupil Absence
Pre-defined Contact List
Enter a mobile number that is already registered & verified to an existing staff USO user account or a pupil's contact.

The cost of a single message will be displayed in bold blue text. If you select multiple recipients, the cost of sending the texts will be calculated automatically and displayed in bold blue text.

Low message credits

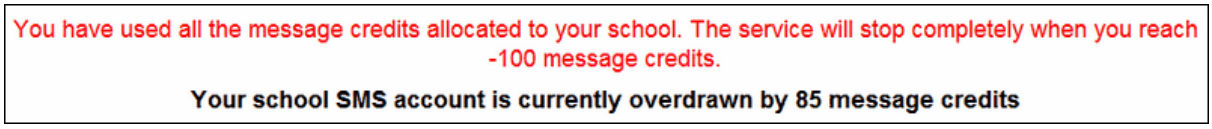
When your text credits fall below a certain amount but you are still in credit (150 message credits is the default setting but your LA may have specified a different amount), you will see a red warning message (see below). At this point you will continue to be able to send messages.


You have fewer than 150 message credits remaining. You should obtain more message credits from your supplier.
Your school currently has 15 message credits remaining

Sending messages when in negative credit

When your remaining credits fall to a negative number, you will continue to be able to send messages until you reach your credit limit. (The default limit is -100 but can be set to a different number if requested by the LA SMS Administrator.)

You will be alerted to this fact with a red warning message on the Send SMS page (image below).

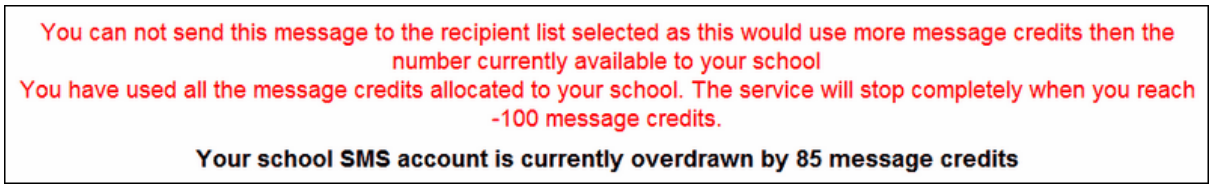

You have used all the message credits allocated to your school. The service will stop completely when you reach -100 message credits.
Your school SMS account is currently overdrawn by 85 message credits

An automated email is sent to the LA SMS Administrator when the point illustrated above is reached.

If the SMS Administrator has ticked a box on the AutoText > Configure Settings page the Head Teacher at the relevant school will also receive an automated email stating that the schools SMS account requires additional credits.

If this box is not ticked, only the SMS Administrator at the LA will receive a message.

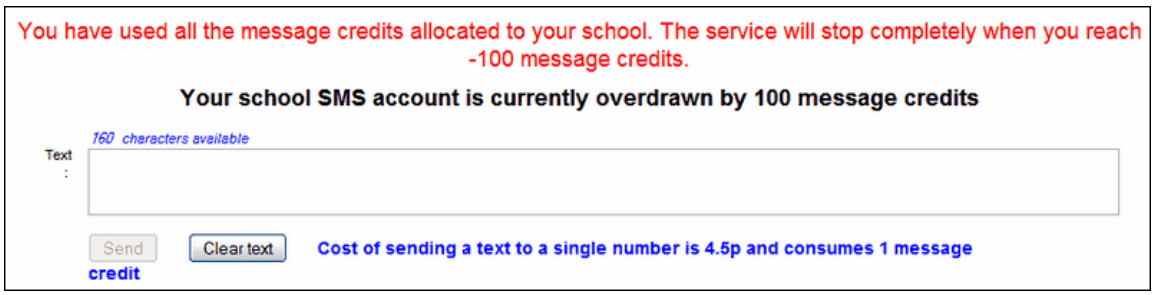
Once you are in negative credits, you can continue to send messages that would take you to the limit for your school. If, as in the image above, you have 15 message remaining before reaching the -100 limit and you attempt to send 17 messages, the system will not allow any messages to be sent until you have purchased additional credits.


You can not send this message to the recipient list selected as this would use more message credits then the number currently available to your school
You have used all the message credits allocated to your school. The service will stop completely when you reach -100 message credits.
Your school SMS account is currently overdrawn by 85 message credits

You will need to contact either your LA SMS Administrator or the Service Desk (depending on your LA arrangement) to request more credits.

No ability to send messages

Once you reach -100 (or your agreed limit), you will not be able to send any further messages until you obtain additional credits.
The Send button will be disabled (greyed out) when you view this page.

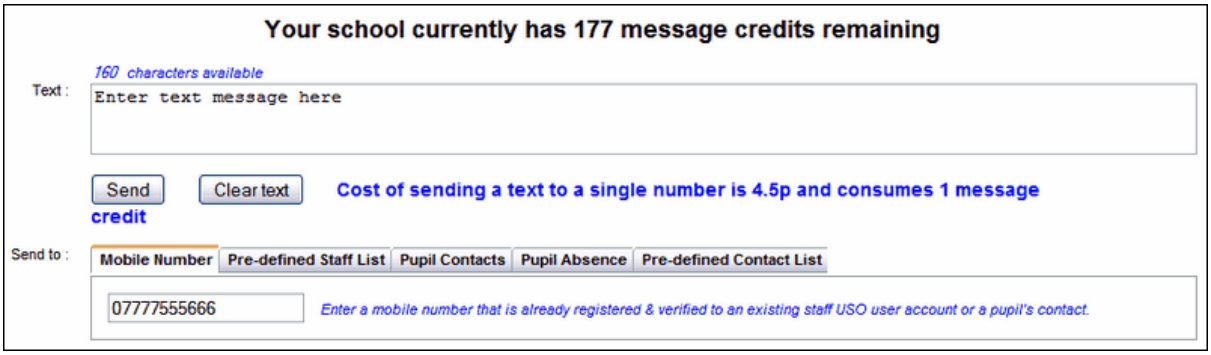

You have used all the message credits allocated to your school. The service will stop completely when you reach -100 message credits.
Your school SMS account is currently overdrawn by 100 message credits
160 characters available
Text :
Send
Clear text
Cost of sending a text to a single number is 4.5p and consumes 1 message credit

Send a message to a single mobile number

If you know the mobile number you want to send a message to, enter it in the white box to the right of the Send to text. The recipient's number MUST already be registered to their USO account and must also be Verified (see Creating a verified mobile for details). The number can be entered with or without spaces.

You will see messages regarding the amount of credits you have left to use and will be prompted to take action when message credits are running low. The number of message credits that prompts an alert is defined by your LA.

When your school has enough credits to continue using AutoText, you will see the number of messages remaining.


Your school currently has 177 message credits remaining
160 characters available
Text :
Enter text message here
Send
Clear text
Cost of sending a text to a single number is 4.5p and consumes 1 message credit
Send to :
Mobile Number
Pre-defined Staff List
Pupil Contacts
Pupil Absence
Pre-defined Contact List
07777555666
Enter a mobile number that is already registered & verified to an existing staff USO user account or a pupil's contact.

Enter your message in the Text box. Click Send.

You will see a confirmation that your message has been sent and the number of text messages remaining will decrease by one.

Pre-determined staff list

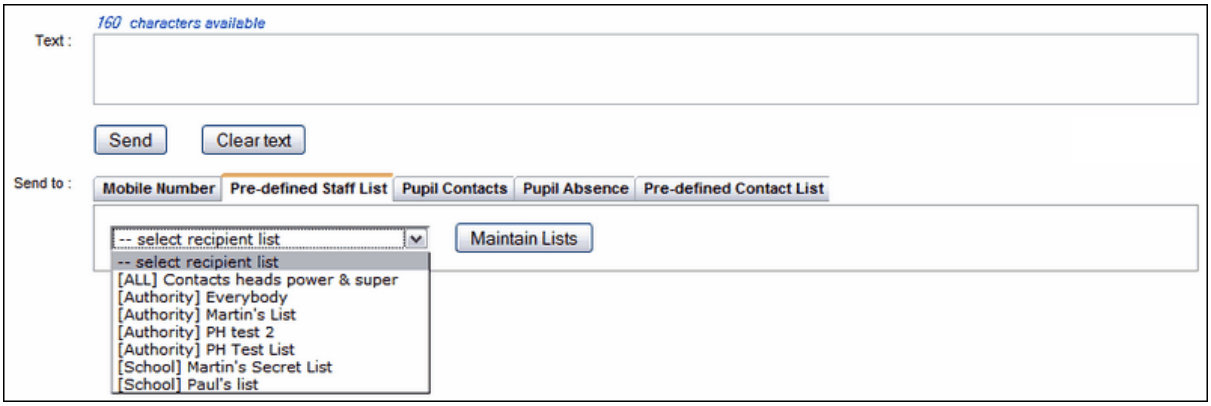
To send a text to a predefined group of staff members, click on the Pre-defined Staff List tab in the Send to section.

Your LA will be displayed and greyed-out.

Send a message to a group of staff members

If you are associated with several schools where you are an SMS sender, a dropdown list of schools will be visible. Otherwise, only one school will be displayed.

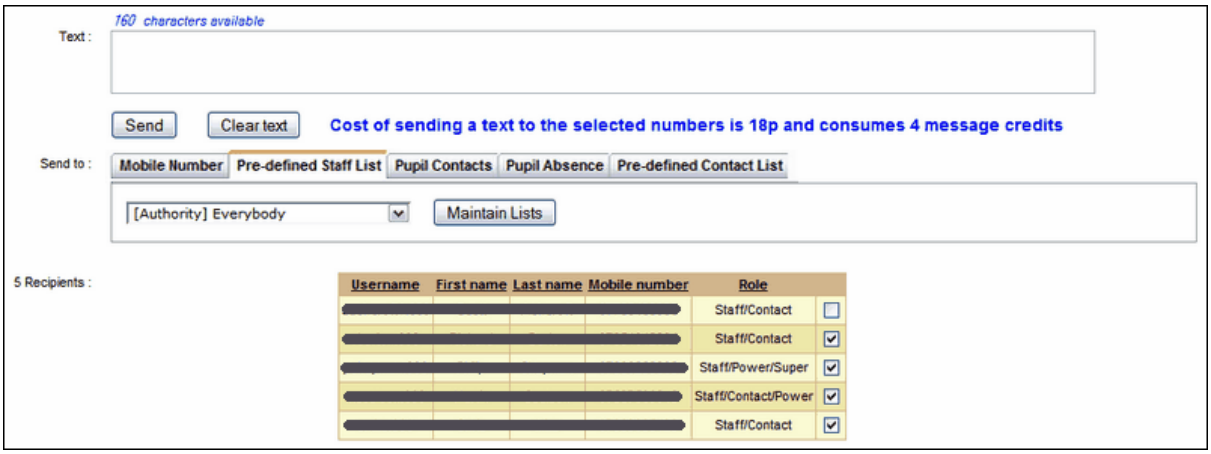
The number of messages your school has available will be displayed across the centre of the screen in bold text.



Select an existing group of users from the dropdown list. (In brackets, next to the name of the group, you can see what level user has created and shared this group.)

If no groups exist, you can create them, one at a time. For details see the create a new list chapter.

When you Select a group, its members will be displayed on the page. If you need to permanently add or delete members see Editing a list for instructions. If you would like to prevent certain members of this group from receiving a text un-tick the box next to their names.



When you have selected a group, a message next to the Clear text button will inform you of the cost of the text message you are about to send (based on the number of members in the selected group).

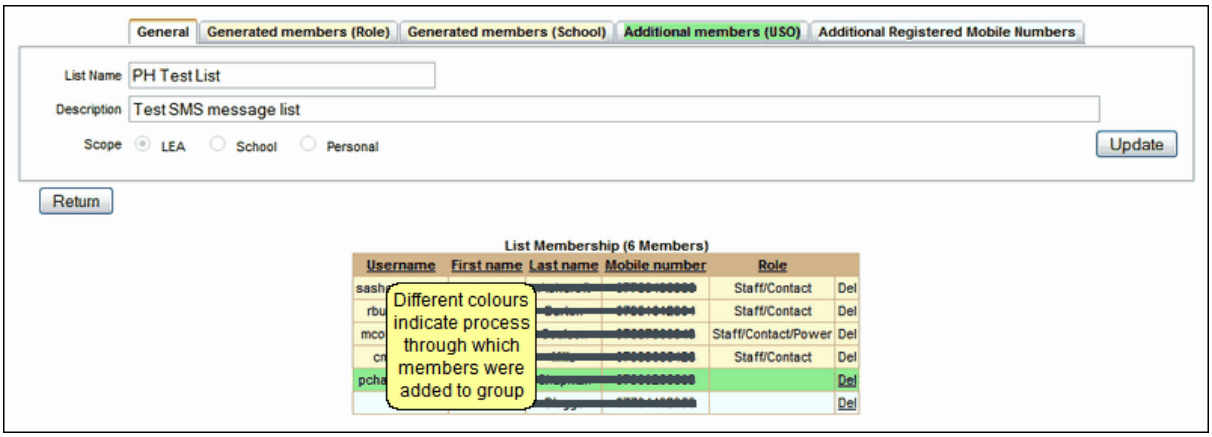
The members of the recipient group are also listed. If you would like to proceed, type a message into the Text box and click Send.

Editing a list

If you need to edit an existing list click on Maintain Lists.

All existing lists (if any) will be shown and you will be able to Edit or Delete some of them. However, you can only do this with lists created by users at the same level as you. (For example, if the list type says "school" you can edit it if you are school staff or an LA user. However, if a list type says "LEA" you can only edit it if you are an LA user.)

To edit a list you have permission to access, click Edit in the right side of the table, next to the name of the relevant list.



You will be able to change the name of this group in the List Name field and change the Description field if necessary. You cannot change the Scope of an existing group.

To delete a member of the group, click on Delete to the right of the person's details.

If the Delete button is not active, this is because these users have been added by their Role and can only be removed by removing that role from the search criteria. See adding members by Role.

The row colour of each group member indicates the process by which that member was added (the colours correspond to the tabs above the table).

You can Add new members to the group in a number of ways - see instructions via the links below.

Add members by Role

Add members by School

Add members by USO account

Add members by Mobile phone number

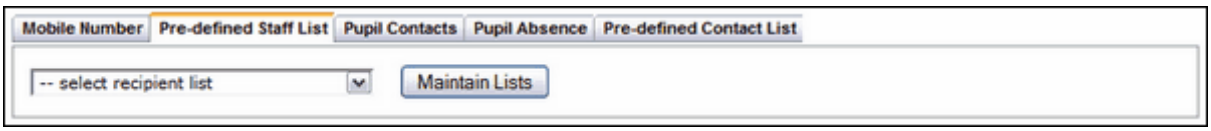
When you have finished editing a group's membership, click Return to go back to the full list of groups. From this screen, click Return again to go back to the main SMS page.

You can then select the group you have edited and proceed with sending the text message.

Creating a new list

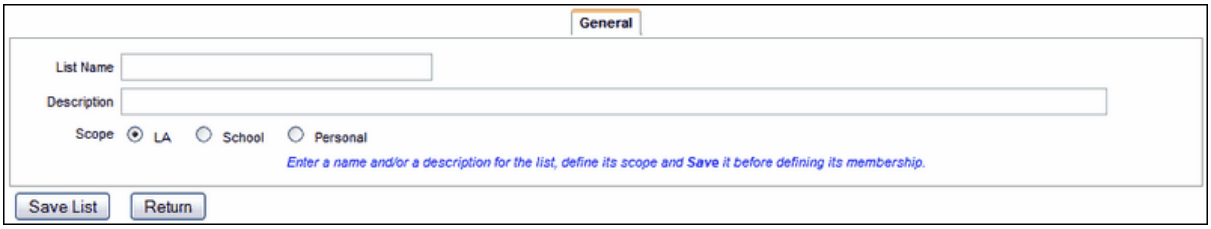
To send a text to a group of people not already in a specific list, you will need to Create a new group.

After clicking on the Pre-defined Staff List tab, click on Maintain Lists next to the dropdown menu.



On the next screen, click Add New List.

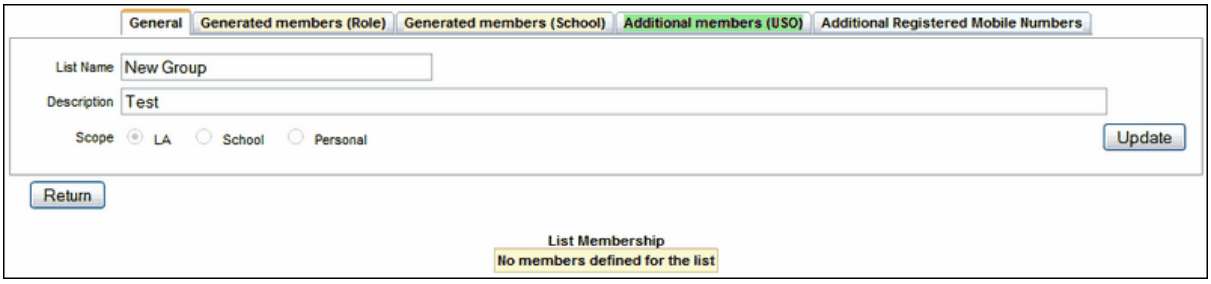
On the next screen you will need to enter a List Name and a brief Description. You can also set the Scope, which determines which other users will be able to make use of this list.



You can share a list within a school or make it visible to yourself only by making the scope Personal.

Please note you cannot share a list with users at a higher level. For example, you can share a list across the LA if you are an LA-level user not a school-level user.

When you have entered these details click Save List.



You will now see various tabs above the details you have entered and can proceed with adding members to this list.

You can also change the name and description if you wish and save the changes by clicking Update.

To learn how to add members see the instructions for each:

Add members by Role

Add members by School

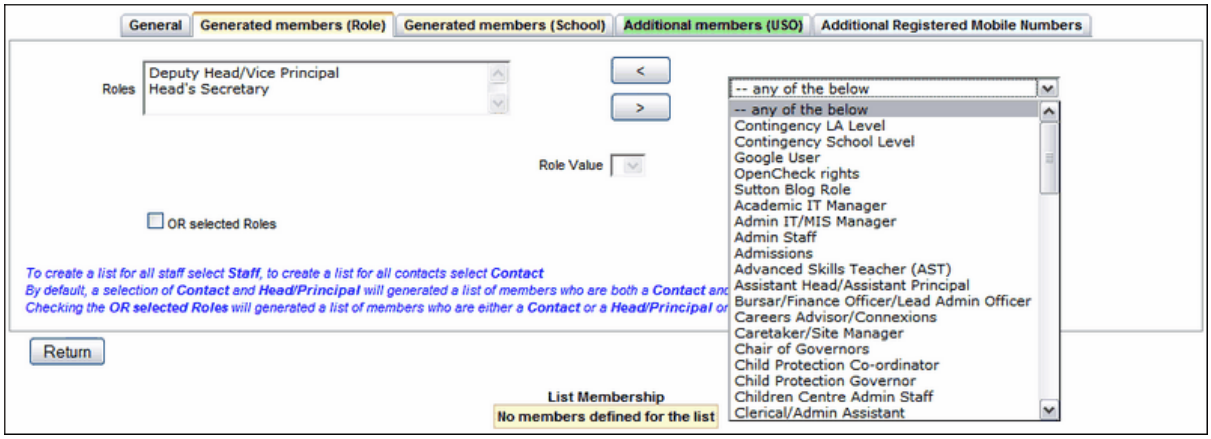
Add members by USO account

Add members by Mobile phone number

Add members by role

To add members to a group based on their role select the Generated Members (Role) tab.

(The tab is yellow, so the rows the new members appear in will be the same colour as the tab.)



Use the dropdown list to add roles one at a time. Highlight a role, then click on the left-pointing arrow to add it to your search criteria. It will then appear in the Roles box on the left.

To delete a role that has been added, select it in the Roles box, then click on the right-pointing arrow to remove it.

When you have chosen the relevant staff by role, you must tick the box below Roles that reads "OR selected roles". This will allow you to find staff who are in any of those roles rather than members of staff who fall into ALL the categories.

The act of adding and removing roles automatically runs a search and produces results.

If you have finished adding users to your group, click Return. This will save your choices and take you back to the General screen.

If you need to continue adding members to the group using one of the other methods, click the next relevant tab and continue.

The box titled Role Value is not relevant to most users and you are likely to find that it is empty. If this is the case you can simply ignore it.

Please note that when you add members by Role, you will not be able to delete them from the group individually, you would have to delete everyone with that role.

The table under the List Membership heading will show an updated list at every stage.

See also:

Add members by School

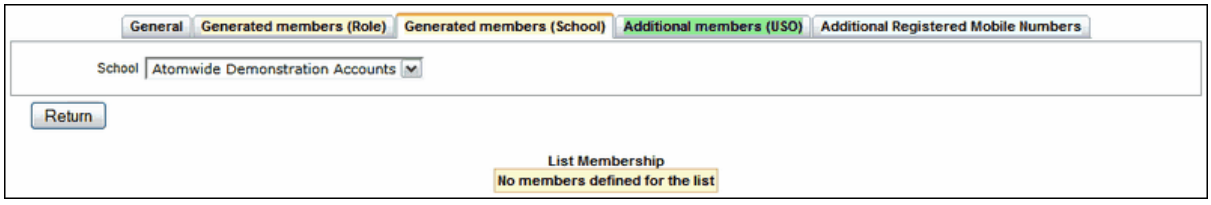
Add members by USO account

Add members by Mobile phone number

Add members by school

The ability to add members based on which school they belong to is available to LA-level users only.

Select the Generated members (School) tab to add every registered staff user in a school.



Select a school from the dropdown list. Its members will be displayed in a table below.

You will not be able to delete members individually if they have been added by this method but will need to deselect the entire school instead.

Members selected via this method will appear in yellow coloured rows.

Click Return to save your selection and go back to the General screen. You can also continue to add members via any of the other options whether you click Return at this point or not.

The table under the List Membership heading will show an updated list at every stage.

See also:

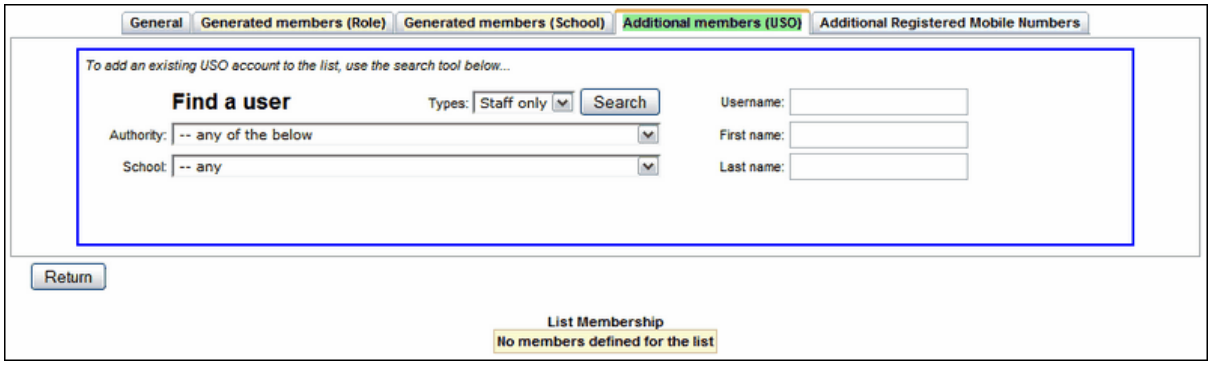
Add members by Role

Add members by USO account

Add members by Mobile phone number

Add members by USO

You can add individual members by selecting the Additional Member (USO) tab and searching for users.

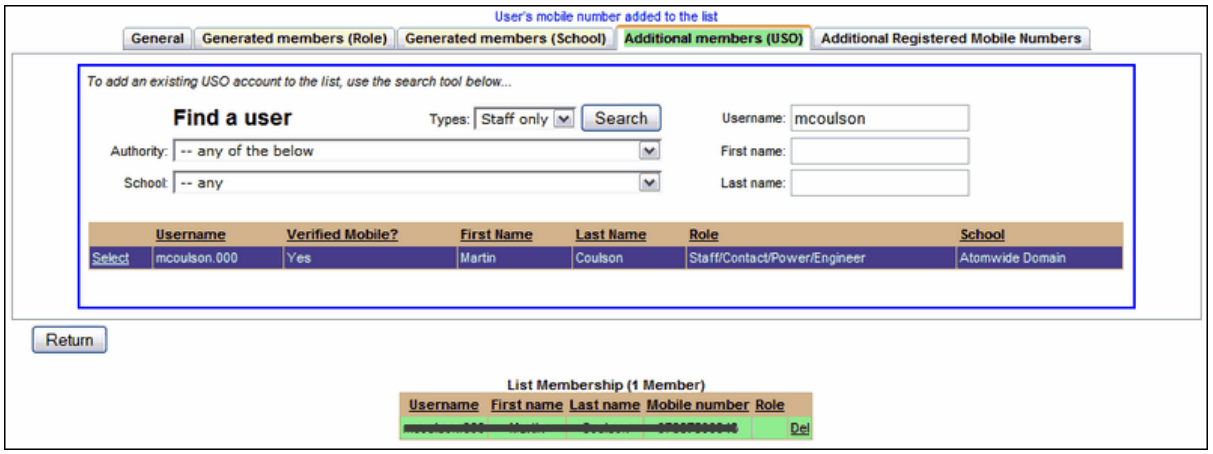


To find an individual user you can search for them by their username, first name, last name, school or any combination of these. Select your criteria and click Search.

The search results will be displayed in a table in the lower section of the blue-bordered box. Click Select to the left of the user's name.

The row containing the user you selected will turn purple and the user's name will appear under List Membership in a green-coloured row (to correspond to the colour of the tab).

(Users that have been added individually using this process can also be individually deleted from the group by clicking Delete to the right of their details.)



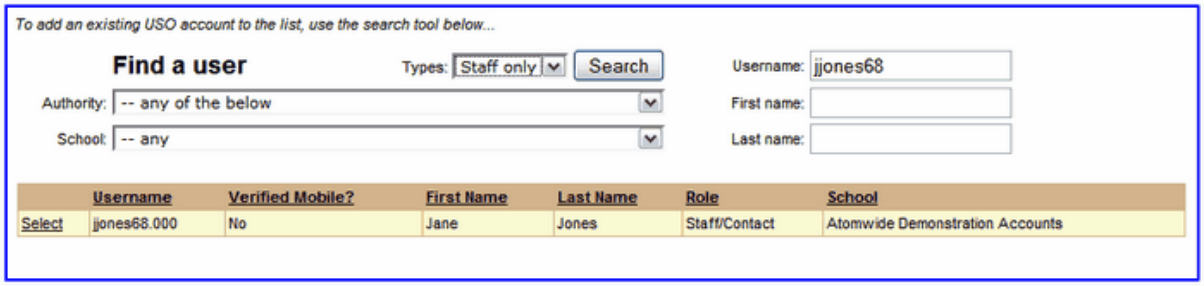
Please note that recipients must have a verified mobile number in order to receive text messages.

Click Return to save your selection and go back to the General screen or choose another tab to add other members.

The table under the List Membership heading will show an updated list at every stage.

User can't be added

If you have found a user but cannot add them by clicking Select, it is likely to be because the user's mobile has not been verified. The Verified Mobile? column will display this information.



In the example above, the user does not have a registered mobile so it will not be possible to add this user to your group. You will see an error message alerting you to this.

See also:

Add members by Role

Add members by School

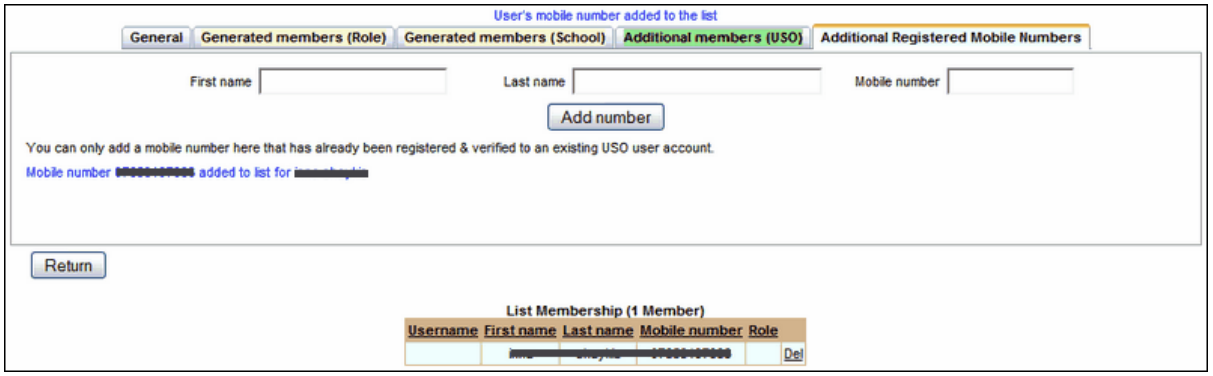
Add members by Mobile phone number

Add members by mobile number

To add a member using their mobile phone number, select the Additional Registered Mobile Numbers tab.

The mobile number you enter must already be registered and verified.

All fields are mandatory so you must enter a first name, last name and mobile number. Click Add number.



You will see a blue message above the tabs says the user's mobile has been added. You will also see a blue message in the grey box, showing the mobile number and the user's name you've entered.

The user's details will also be displayed under List Membership and will appear in a pale blue-coloured row (to correspond to the colour of the tab).

Click Return to save these details and return to the General screen or continue adding members using the other tabs.

The table under the List Membership heading will show an updated list at every stage.

See also:

Add members by Role

Add members by School

Add members by USO account

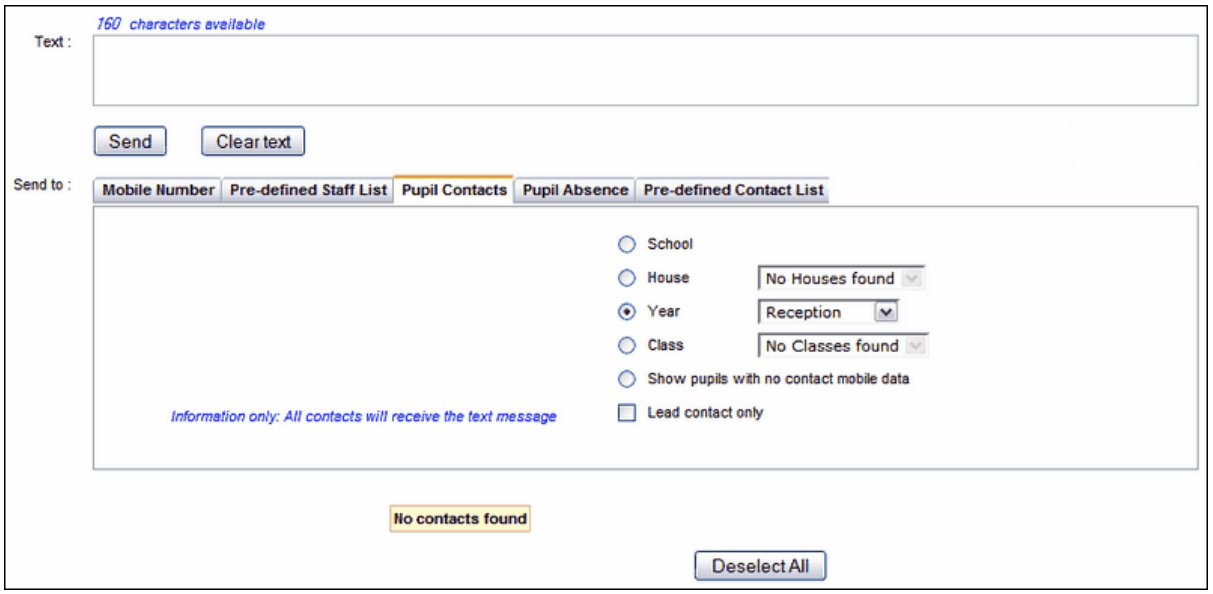
Send message to pupil contacts

To send texts to pupil contacts go to AutoText > Send messages. Select the Pupil Contacts tab in the Send to section of this screen.

The amount of contacts' data you will be able to see will depend on your own MIS settings. You may be able to see all the data in the fields or you may see only the names of the pupils whose contacts

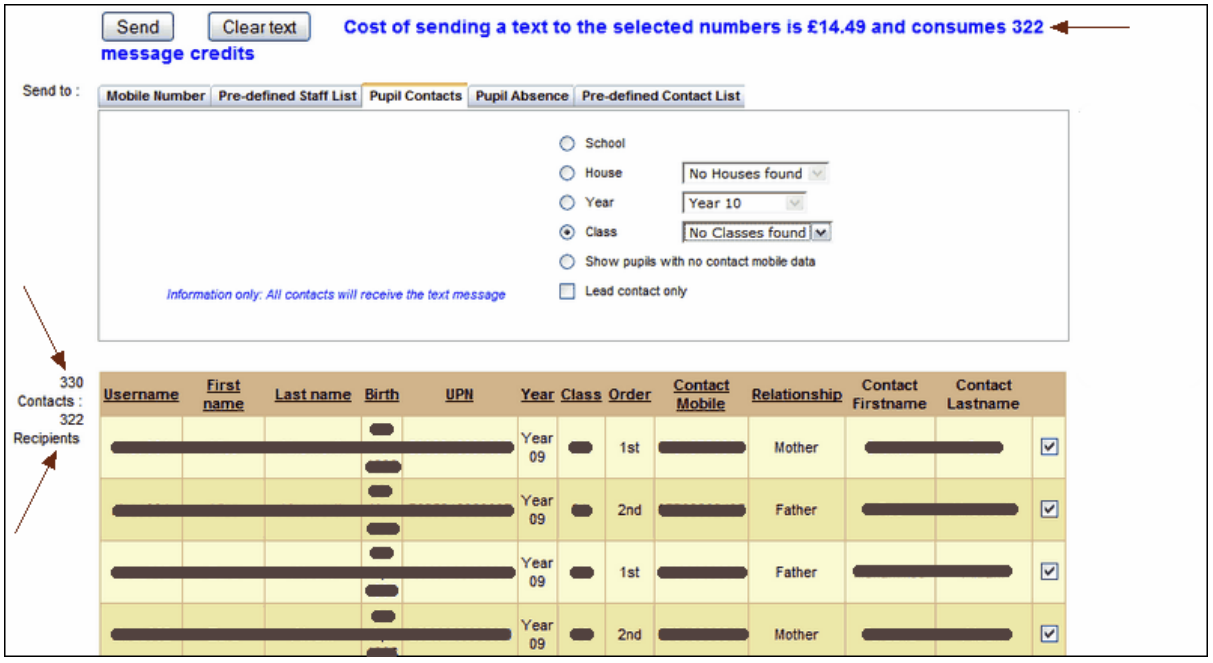
you will be texting. To have full access to all contact information you need to have view secure MIS data permissions enabled in your USO account profile.

The ability to text pupil contacts is dependent on your school exporting MIS data to Atomwide using AutoUpdate.



This functionality enables you to send texts to defined groups of pupil contacts. Click on the radio button next to School to text all pupil contacts or select an entire class year or a particular class. Each pupil can have up to six contacts so if you do not wish to text them all, you can filter the list to show the Lead contact only by selecting that tick box.

Every time you change your selection, the details, which will appear below the Send to box, will update automatically.



When the list of contacts is generated, text to the left of the table informs you how many contacts there are in the list. Below the number of contacts it will show the number of recipients. The number of recipients may be smaller than the number of contacts as some parents may have the same mobile number registered. Duplicate mobile numbers will be ignored so only those with a unique mobile number will receive a text. This ensures that no contact number receives more than one message, saving the school money in the process.

The cost of sending the required amount of text messages is calculated automatically based on the number of recipients (not the number of contacts) and appears in the centre of the screen in bold blue text.

To remove individual contacts from the send list, untick the box to the right of their names. The row will still remain visible but any contact who is not ticked will not be sent a message.

See also:

Send messages to a mobile number

Send messages to a pre-defined staff list

Send messages regarding pupil absence

Send messages to pre-defined pupil contact list

Contacts wishing to opt out of receiving text notifications

Pupil absence

Pre-requisites

A school must be exporting data via USO-AutoUpdate AND have the Atomwide Attendance report enabled in the AutoUpdate settings page of the support site. The school must also be exporting attendance data daily in order to be able to use this functionality.

Attendance data exports should be scheduled to run at a specified time or times each day, after the day's (or morning and afternoon) attendance has been entered into the MIS.

This export is independent of the full MIS data exports which generally run overnight.

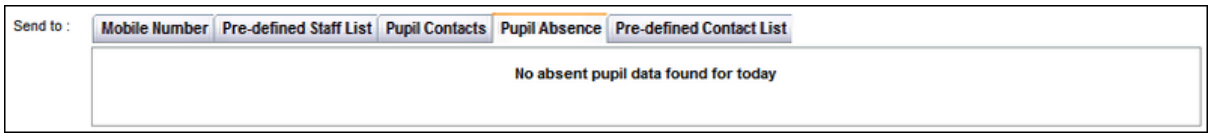
A school can choose to be notified after the latest attendance export has been processed and is ready to use for sending absence notifications.

The person responsible for sending absence notifications (ie with SMS Sender USO profile) can have an additional profile setting added to their USO account. The Role of Attendance Officer can be added to the person's account which will ensure that the Attendance Officer receives an automated email informing them when the exported attendance data has been processed and is ready for use.

Accessing absence data

Once data has been processed, the SMS Sender/Attendance Officer can find out if there are any pupils absent that day by going to AutoText > Send messages then selecting the Pupil Attendance tab in the Send to box.

If there are no absences on a given day, the message you see will inform you of this.



The Pupil Absence tab can only be used to find absent pupils and text their contacts on the day on which they are absent.

You cannot use this to inform contacts of absence on previous days. If you need to inform contacts of a previous absence or another issue you will need to find them via other methods. See sending messages to pupil contacts.

If there are pupils absent the day you access this interface, you will see a list of the pupils' names.

Whether you see their contacts' names and details depends on whether you have the view secure MIS data permissions enabled in your USO account profile.

Certain year groups can be excluded from the results via the options selected on the Configure settings page. The absence alerts opt-out settings (on the right in the green-bordered box) can be changed on this page without affecting the default settings. It will merely produce a different set of results with either more or fewer names depending on which years are included or excluded. The results will change as soon as you click Update Absence List.

If absent pupils are found, their names and their primary contacts' names will be shown in the results and you will be able to send the contacts a text message.

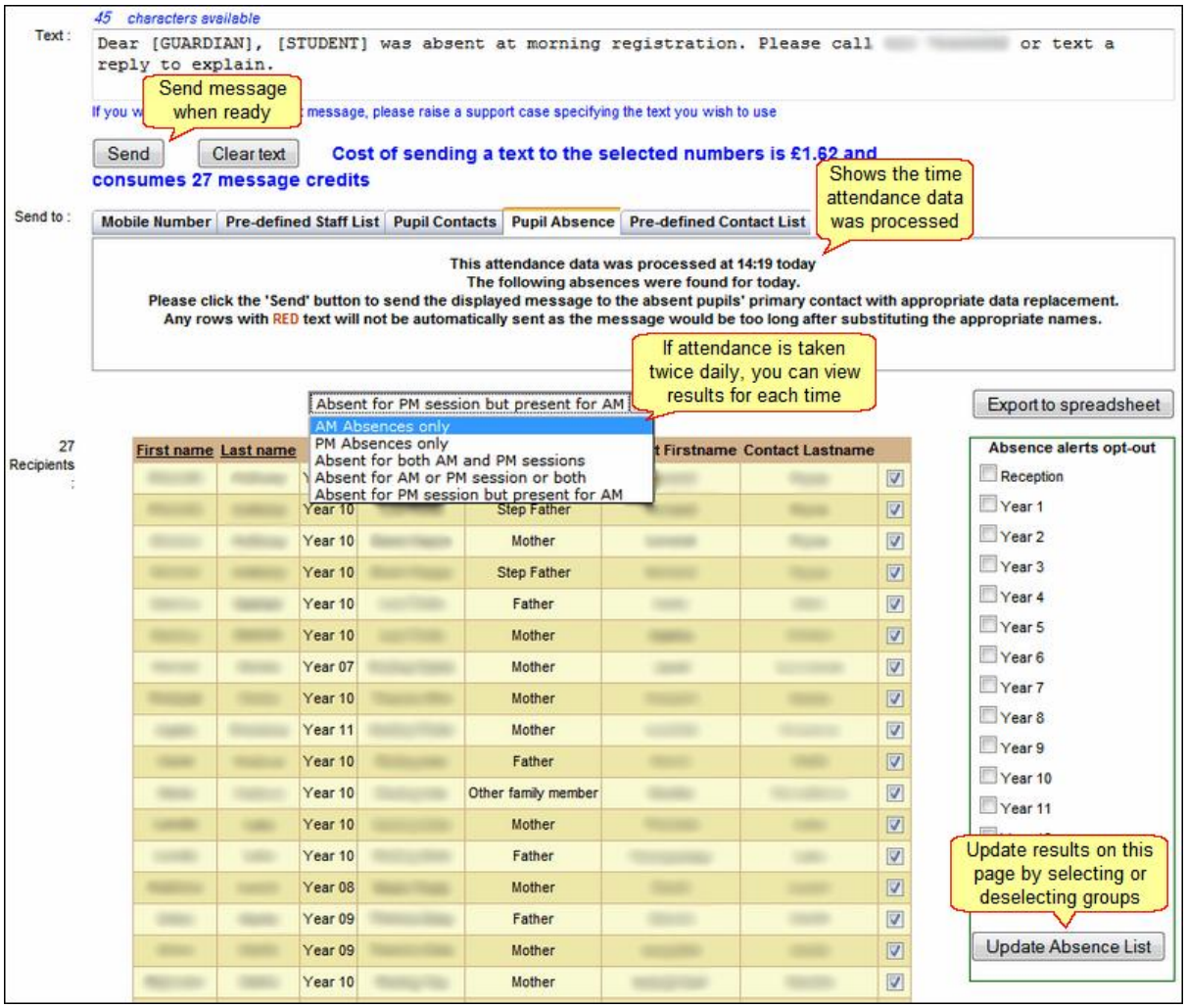
Pre-defined message text will appear in the text box. The words in brackets will be replaced by the names of contacts when the message is sent. The pre-defined content of the text message can only be changed by raising a support case and specifying the replacement text, although the default content of any message can still be edited (for example, to reflect an afternoon period of reporting) directly on the page immediately before sending.

Tick or untick the boxes next to the names of pupils whose contacts you want to text. Alternatively, click the Deselect All button at the bottom of the page and then tick only selected recipients.

Above the list of contacts is a dropdown menu that allows you to see morning or afternoon absences or both. The list generated will reflect pupil absence for the chosen time frame only. If you select the

last option, Absent for AM or PM session or both, an additional column will appear in the list specifying the time absence was recorded.

Please note for AM and PM absence lists to be generated, a school must export attendance data twice daily.


45 characters available
Text :
Dear [GUARDIAN], [STUDENT] was absent at morning registration. Please call or text a reply to explain.
Send message when ready
Send
Clear text
Cost of sending a text to the selected numbers is £1.62 and consumes 27 message credits
Shows the time attendance data was processed
Send to :
Mobile Number
Pre-defined Staff List
Pupil Contacts
Pupil Absence
Pre-defined Contact List
This attendance data was processed at 14:19 today
The following absences were found for today.
Please click the 'Send' button to send the displayed message to the absent pupils' primary contact with appropriate data replacement.
Any rows with RED text will not be automatically sent as the message would be too long after substituting the appropriate names.
If attendance is taken twice daily, you can view results for each time
Absent for PM session but present for AM
AM Absences only
PM Absences only
Absent for both AM and PM sessions
Absent for AM or PM session or both
Absent for PM session but present for AM
Export to spreadsheet
27 Recipients :
First name
Last name
Contact Firstname
Contact Lastname
Absence alerts opt-out
Reception
Year 1
Year 2
Year 3
Year 4
Year 5
Year 6
Year 7
Year 8
Year 9
Year 10
Year 11
Update results on this page by selecting or deselecting groups
Update Absence List

Hovering your mouse over a particular row in the results table will display the message that will be sent to that person.

When you are happy with the message recipients, click Send.

Dropdown menu options for viewing attendance data

AM Absences only

Selecting this option will display only those pupils who were absent at morning registration and allow you to send an alert to their parents/guardians.

PM Absences only

Selecting this option will display only those pupils who were absent at afternoon registration and allow you to send an alert to their parents/guardians.

This may turn out to be the same, or larger, list of pupils as the one for AM absences so if you send the alert again, the contacts of most of these pupils will receive 2 absence notifications in a single day.

Absent for both AM and PM sessions

Selecting this option will display the pupils marked as absent at both morning and afternoon sessions. This option can only be used after both sets of attendance data have been exported and a single message can then be sent to cover both absences.

Absent for AM session or PM session or both

Selecting this option will display the pupils marked as absent at EITHER the morning or afternoon session AND it will also display those pupils marked absent at BOTH sessions. All contacts for these pupils will receive a single message regardless of whether the pupil was absent during just morning or afternoon registration or was absent for the entire day.

Absent for PM session but present for AM

Selecting this option will display only those pupils marked absent at afternoon registration but present during the morning registration. You can then notify these pupils' contacts about their afternoon absence. This assumes that any pupils who were absent during the morning session have already had alerts sent to their contacts and prevents those individuals from receiving a second notification on the same day.

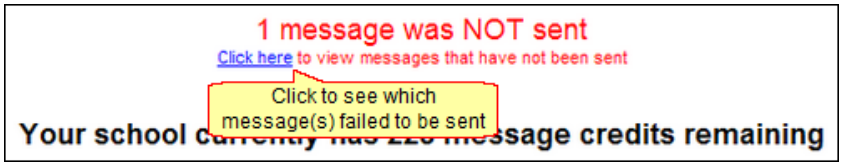
Unsent text messages

Because a text message can contain only 160 characters, some messages will become too long when the parent's name is substituted within the brackets. When this happens, you will be informed about which messages have failed to be sent.

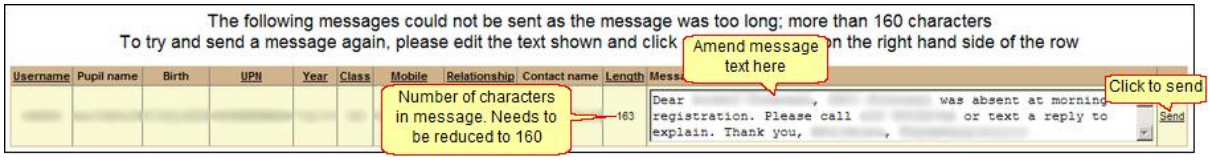
It is important that at this point you do NOT use either the Back button or the Refresh button in your browser to return to the original page as this will have an undesired effect. The messages that have managed to be sent will be sent again to the same recipients while the un-sent ones will remain un-sent.

Instead, you should view the un-sent messages using the link provided, edit the individual message text and send those messages individually (as described below). If you do want to return to the previous page view (before you clicked the Send button) use the Return button provided below the list of un-sent messages, not the browser's Back button.

A message stating the number of unsent messages will appear above the line informing you of how many message credits the school has. It is likely these are messages that have exceeded the character limit due to the recipients' names being longer than average.


1 message was NOT sent
Click here to view messages that have not been sent
Click to see which message(s) failed to be sent
Your school currently has 220 message credits remaining

Click the link to be taken to the list of unsent messages. You will be able to amend the text of the unsent message(s) individually and try sending again.


The following messages could not be sent as the message was too long; more than 160 characters
To try and send a message again, please edit the text shown and click
on the right hand side of the row
Amend message text here
Click to send
Number of characters in message. Needs to be reduced to 160
Username
Pupil name
Birth
UPN
Year
Class
Mobile
Relationship
Contact name
Length
163
Dear
was absent at morning registration. Please call
or text a reply to explain. Thank you,
Send

The column to the left of the message shows the number of characters it contains. You will need to amend the message so that it does not exceed 160 characters.

Click Send to the right of the message to send it again.

See also:

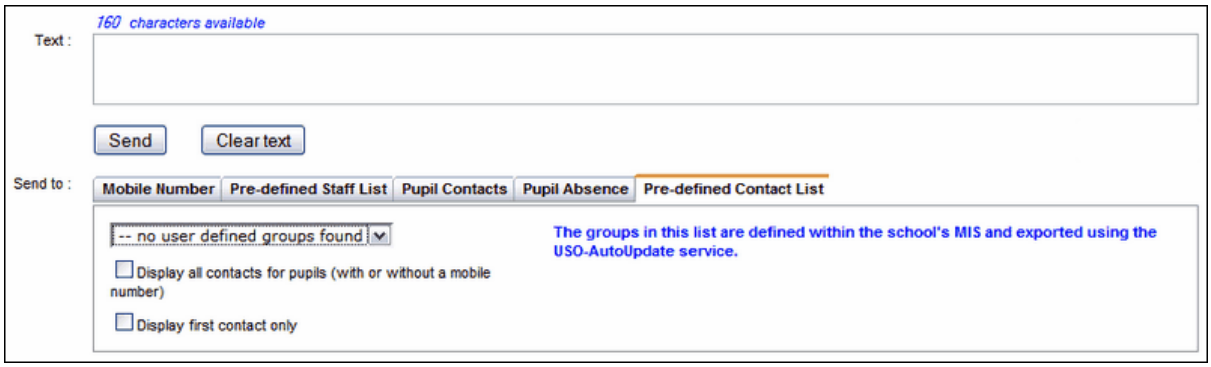
- Send messages to a mobile number
- Send messages to a pre-defined staff list
- Send messages to pupil contacts
- Send messages to pre-defined pupil contact list
- Contacts wishing to opt out of receiving text notifications

Predefined contact list

To send texts to pre-defined groups of pupil contacts go to AutoText > Send messages. Select the Pre-defined Contact List tab in the Send to section of this screen.

The amount of contacts' data you will be able to see will depend on your own MIS settings. You may be able to see all the data in the fields or you may see only the names of the pupils whose contacts you will be texting. To have full access to all contact information you need to have view secure MIS data permissions enabled in your USO account profile.

The ability to text pupil contacts is dependent on your school exporting MIS data to Atomwide using AutoUpdate and the groups being set correctly in your MIS.


160 characters available
Text :
Send
Clear text
Send to :
Mobile Number
Pre-defined Staff List
Pupil Contacts
Pupil Absence
Pre-defined Contact List
-- no user defined groups found
The groups in this list are defined within the school's MIS and exported using the USO-AutoUpdate service.
Display all contacts for pupils (with or without a mobile number)
Display first contact only

If any contact groups have been exported, you will be able to select the relevant one from the dropdown list.

Within a selected group, you can choose to see all contacts associated with each pupil by ticking the box or you can choose the show the main contact only.

Once the correct group has been chosen you can compose and send out a text message.

See also:

- Send messages to a mobile number
- Send messages to a pre-defined staff list
- Send messages to pupil contacts
- Send messages regarding pupil absence

Send email

If you are an authorised SMS sender, to send an email message select Send email under the AutoText module.

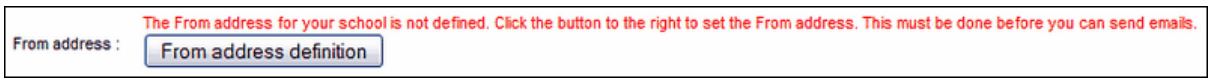
Please note that NO texts or emails are sent automatically. The use of this service requires an SMS sender to pro-actively perform a series of actions in order to send either texts or emails.

Your LA will be displayed and greyed-out. If you are an LA level user, you will be able to select any school within the Authority.

If you are associated with several schools where you are an SMS sender, a dropdown list of schools will be visible. Otherwise, only one school will be displayed.

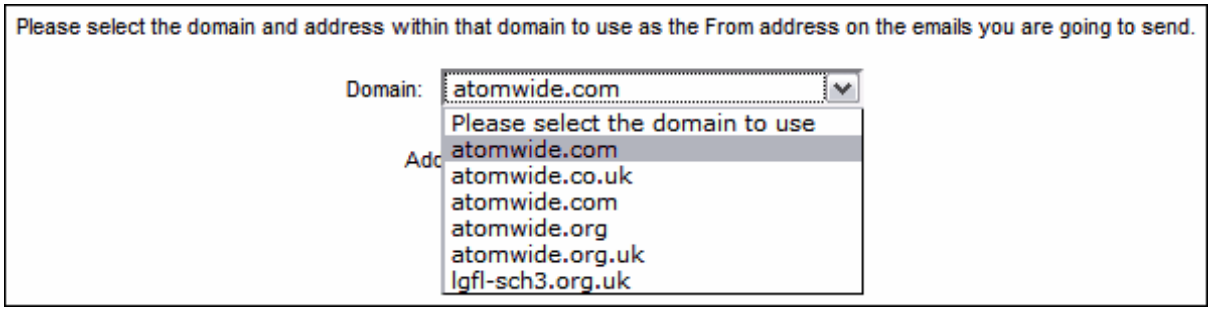
To begin using the email service, you first need to set your "from" address. This needs to be defined so that replies can be received by the relevant person within your establishment.

If you have never used the service, the first time you view the page a red message telling you to set your "from" address will appear.

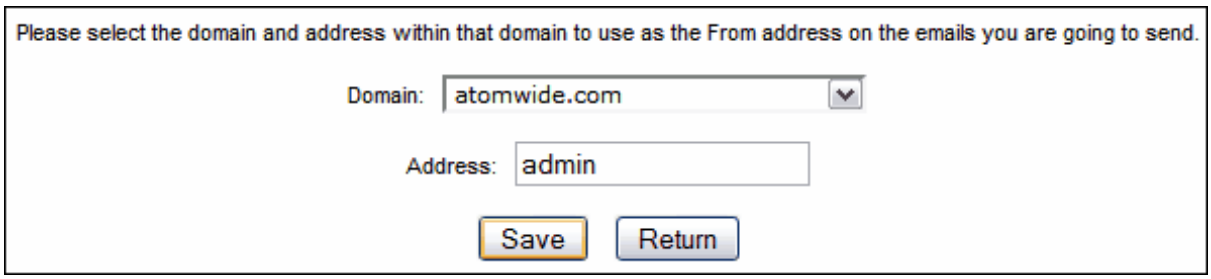

From address :
The From address for your school is not defined. Click the button to the right to set the From address. This must be done before you can send emails.
From address definition

Click on From address definition to set this address.

You will have one or more domains available to choose from. Select the one you require.



In the field below the domain, enter the first part of the email address. This must be from a set of known addresses that matches up with a specific domain name to form the complete address.

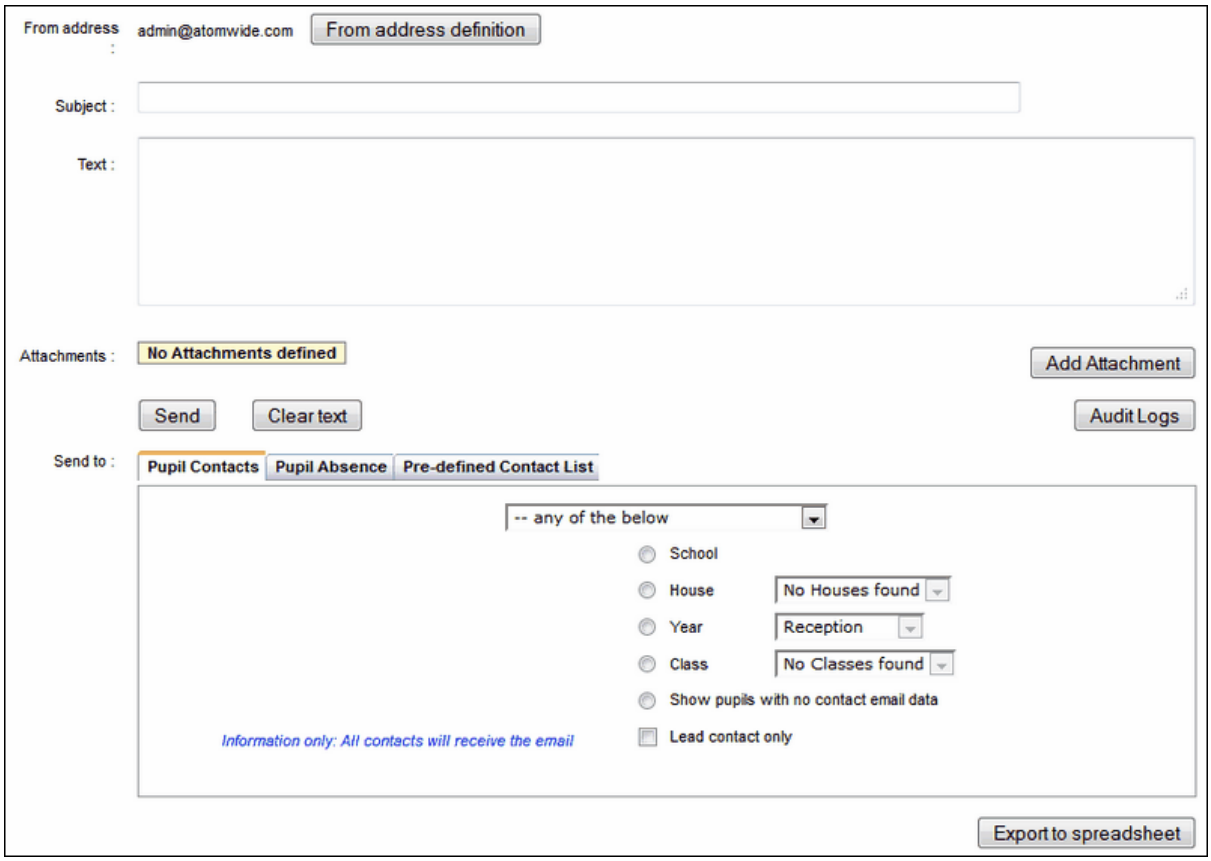

Please select the domain and address within that domain to use as the From address on the emails you are going to send.
Domain:
atomwide.com
Address:
admin
Save
Return

Click Save. Your "from" address will be set and you can begin to use the AutoText > Send email function. The address will also be saved for future use but can be changed when required by repeating the outlined process.

The number of messages available to the selected school will be displayed across the centre of the screen in bold text. The cost of sending an email will be calculated based on the number of recipients and the information will be displayed in bold text.

Enter a subject and the text of your message in the relevant fields.

Use the Add Attachment button to find and attach any file(s) that need to be sent with the email.



See next:

- Send email to pupil contacts
- Send email regarding pupil absence
- Send email to a predefined contact list

See also:

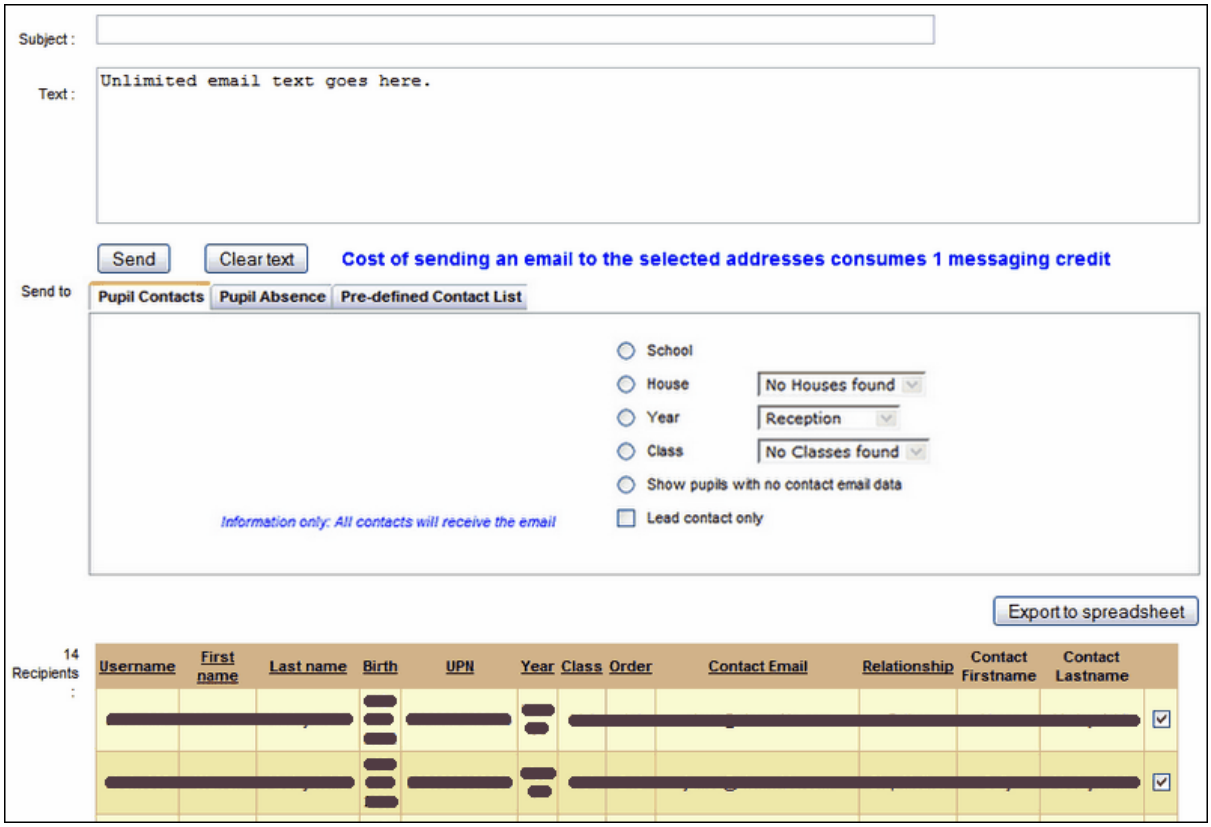
- Contacts wishing to opt out of receiving email notifications

Email pupil contacts

To send texts to pupil contacts go to AutoText then Send email. You will be presented with the Pupil Contacts tab in the Send to section of this screen.

The amount of contacts' data you will be able to see will depend on your own MIS settings. You may be able to see all the data in the fields or you may see only the names of the pupils whose contacts you will be texting. This is determined by whether or not you have the permission to view secure MIS data set in your USO account profile.

The ability to email pupil contacts is dependent on your school exporting MIS data to Atomwide using AutoUpdate.



This functionality enables you to send texts to defined groups of pupil contacts. Click on the radio button next to School to email all pupil contacts, if your school uses the House system you can select a House or select an entire year or a particular class.

Emails can only be sent to valid email addresses (ie those that take the correct email format though it is still possible for the addresses themselves to be wrong). Each pupil can have up to six contacts so if you do not wish to email them all, you can filter the list to show the Lead contact only by selecting that tick box.

If sending an email to all pupil contacts, any duplicate email addresses will automatically be ignored so that a single email address receives only one email.

Once a recipient group is chosen, a list of all the contacts' details will be generated and text to the left of the table informs you how many people there are in the list. The cost of sending the emails will be calculated based on the number of recipients and will appear in the centre of the screen in bold blue text.

To remove individual contacts from the send list, untick the box to the right of their names. The row will still remain visible but any contact who is not ticked will not be sent a message. Alternatively, use the Deselect All button at the bottom of the screen and then tick only the desired recipients.

See also:

- Send email regarding pupil absence
- Send email to a predefined contact list
- Contacts wishing to opt out of receiving email notifications

Email regarding absence

Pre-requisites

A school must be exporting data via USO-AutoUpdate AND have the Atomwide Attendance report enabled in the AutoUpdate settings page of the support site. The school must also be exporting attendance data daily in order to be able to use this functionality.

Attendance data exports should be scheduled to run at a specified time or times each day, after the day's (or morning and afternoon) attendance has been entered into the MIS.

This export is independent of the full MIS data exports which generally run overnight.

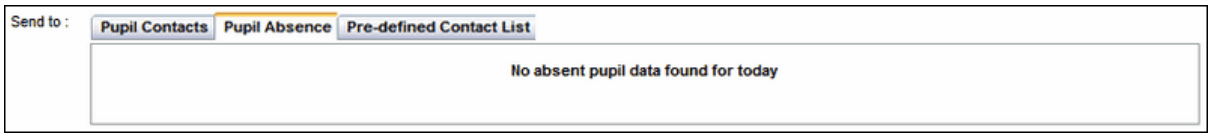
A school can choose to be notified after the latest attendance export has been processed and is ready to use for sending absence notifications.

The person responsible for sending absence notifications (ie with SMS Sender USO profile) can have an additional profile setting added to their USO account. The Role of Attendance Officer can be added to the person's account which will ensure that the Attendance Officer receives an automated email informing them when the exported attendance data has been processed and is ready for use.

Accessing absence data

Once data has been processed, the SMS Sender/Attendance Officer can find out if there are any pupils absent that day by going to AutoText > Send messages then selecting the Pupil Attendance tab in the Send to box.

If there are no absences on a given day, the message you see will inform you of this.



The Pupil Absence tab can only be used to to find absent pupils and email their contacts on the day on which they are absent. You cannot use this to inform contacts of absence retrospectively. If you need to inform contacts of a previous absence or another issue you will need to find them via other methods. See sending text messages to pupil contacts.

If there are pupils absent that day, you will see a list of the pupils' names. Whether you see their contacts' names and details depends on your MIS settings. Certain year groups can be excluded from the results via the options selected on the Configure settings page. The absence alerts opt-out settings (on the right) can be changed on this page without affecting the default settings. It will merely produced a different set of results with either more or fewer names depending on which years are included or excluded. The results will change as soon as you click Update Absence List.

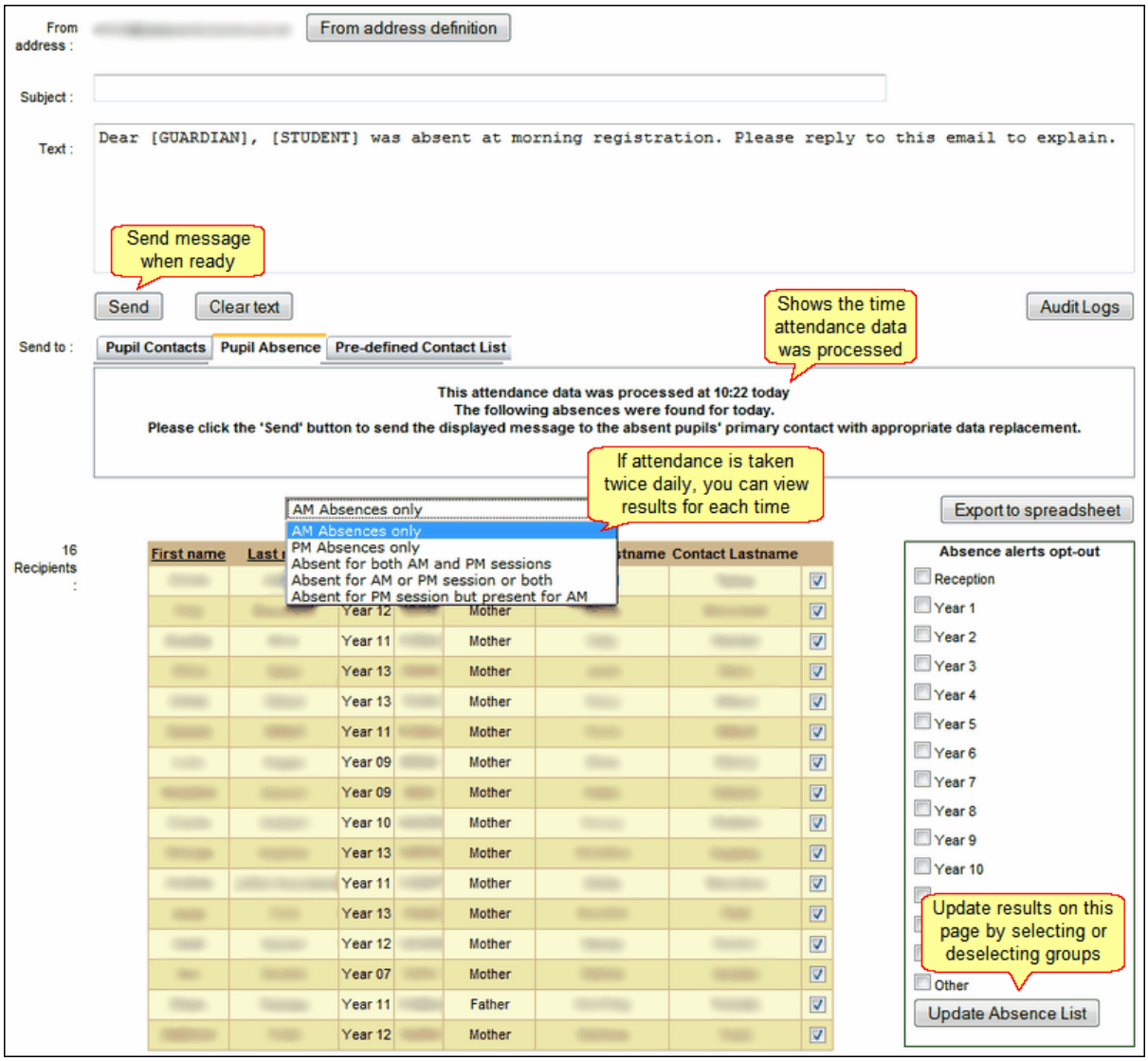
If absent pupils are found, their names and their primary contacts' names will be shown in the results and you will be able to send the contacts a text message.

Pre-defined message text will appear in the text box. The words in brackets will be replaced by the names of contacts when the message is sent. If you wish to change the message text you are free to do so. However, the words in brackets must not be changed and the brackets must not be removed.

Tick or untick the boxes next to the names of pupils whose contacts you want to email. Alternatively, use the Deselect All button at the bottom of the screen and then tick only the desired recipients.

Above the list of contacts is a dropdown menu that allows you to see morning or afternoon absences or both. The list generated will reflect pupil absence for the chosen time frame only. If you select the last option, Absent for AM or PM session or both, an additional column will appear in the list specifying the time absence was recorded.

Please note for AM and PM absence lists to be generated, a school must export attendance data twice daily.


From address :
From address definition
Subject :
Text :
Dear [GUARDIAN], [STUDENT] was absent at morning registration. Please reply to this email to explain.
Send message when ready
Send
Clear text
Audit Logs
Shows the time attendance data was processed
Send to :
Pupil Contacts
Pupil Absence
Pre-defined Contact List
This attendance data was processed at 10:22 today
The following absences were found for today.
Please click the 'Send' button to send the displayed message to the absent pupils' primary contact with appropriate data replacement.
If attendance is taken twice daily, you can view results for each time
AM Absences only
AM Absences only
PM Absences only
Absent for both AM and PM sessions
Absent for AM or PM session or both
Absent for PM session but present for AM
Export to spreadsheet
16 Recipients :
First name
Last name
Contact Lastname
Absence alerts opt-out
Reception
Year 1
Year 2
Year 3
Year 4
Year 5
Year 6
Year 7
Year 8
Year 9
Year 10
Other
Update results on this page by selecting or deselecting groups
Update Absence List

Hovering your mouse over a particular row in the results table will display the message that will be sent to that person.
When you have selected the email recipients and composed a message, click Send.

Dropdown menu options for viewing attendance data

AM Absences only

Selecting this option will display only those pupils who were absent at morning registration and allow you to send an alert to their parents/guardians.

PM Absences only

Selecting this option will display only those pupils who were absent at afternoon registration and allow you to send an alert to their parents/guardians.

This may turn out to be the same, or larger, list of pupils as the one for AM absences so if you send the alert again, the contacts of most of these pupils will receive 2 absence notifications in a single day.

Absent for both AM and PM sessions

Selecting this option will display the pupils marked as absent at both morning and afternoon sessions. This option can only be used after both sets of attendance data have been exported and a single message can then be sent to cover both absences.

Absent for AM session or PM session or both

Selecting this option will display the pupils marked as absent at EITHER the morning or afternoon session AND it will also display those pupils marked absent at BOTH sessions. All contacts for these pupils will receive a single message regardless of whether the pupil was absent during just morning or afternoon registration or was absent for the entire day.

Absent for PM session but present for AM

Selecting this option will display only those pupils marked absent at afternoon registration but present during the morning registration. You can then notify these pupils' contacts about their afternoon absence. This assumes that any pupils who were absent during the morning session have already had alerts sent to their contacts and prevents those individuals from receiving a second notification on the same day.

See also:

- Send email to pupil contacts
- Send email to a predefined contact list
- Contacts wishing to opt out of receiving email notifications

Email predefined list

To send an email to pre-defined groups of pupil contacts go to AutoText > Send email. Select the Pre-defined Contact List tab in the Send to section of this screen.

The amount of contacts' data you will be able to see will depend on your own MIS settings. You may be able to see all the data in the fields or you may see only the names of the pupils whose contacts you will be texting. To have full access to all contact information you need to have view secure MIS data permissions enabled in your USO account profile.

The ability to text pupil contacts is dependent on your school exporting MIS data to Atomwide using AutoUpdate and the groups being set correctly in your MIS.

From address :
admin@atomwide.com
From address definition
Subject :
Text :
Send
Clear text
Send to :
Pupil Contacts
Pupil Absence
Pre-defined Contact List
-- no user defined groups found
Display all contacts for pupils (with or without an email address)
Display first contact only
The groups in this list are defined within the school's MIS and exported using the USO-AutoUpdate service.

If any contact groups have been exported, you will be able to select the relevant one from the dropdown list.

Within a selected group, you can choose to see all contacts associated with each pupil by ticking the box or you can choose the show the main contact only.

Once the correct group has been chosen you can compose and send an email.

See also:

- Send email to pupil contacts
- Send email regarding pupil absence
- Show the url for this page

View logs

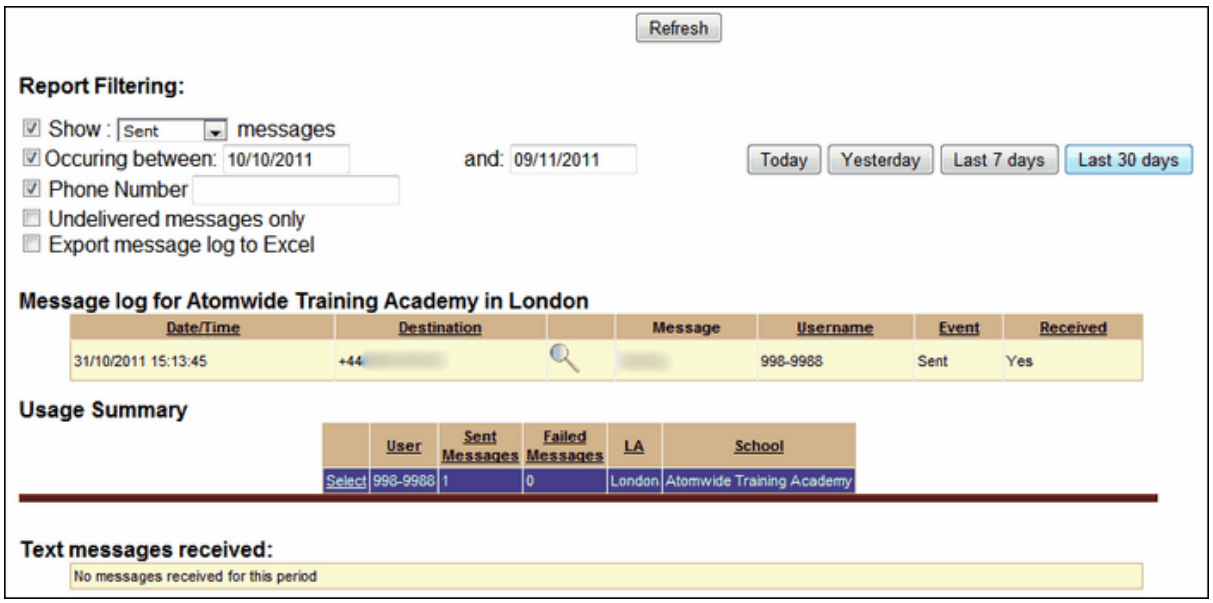
This page should be used to see a history of messages sent. It will provide information on when messages were sent and to whom, and will state whether they've been received. The page will also show any replies that were sent to the school via text message.

When you enter the page, the default settings will show Sent messages Today for your school (or for all schools in the LA if you are an LA-level user).

School level view

School staff accessing this page will be able to see a history of messages sent either for a date range of your choice or preselected time-frames such as the last 7 days or the last 30 days.

Under the Message log for heading, you can see which messages were sent and to whom and whether they were received. Please note that Received means that it reached the intended recipient's phone, not necessarily that they have read it.
The Usage summary will show how many messages the school has sent within the selected time-frame.
The Text Messages Received section will show any replies that were sent to the school in response to a text message from the system.



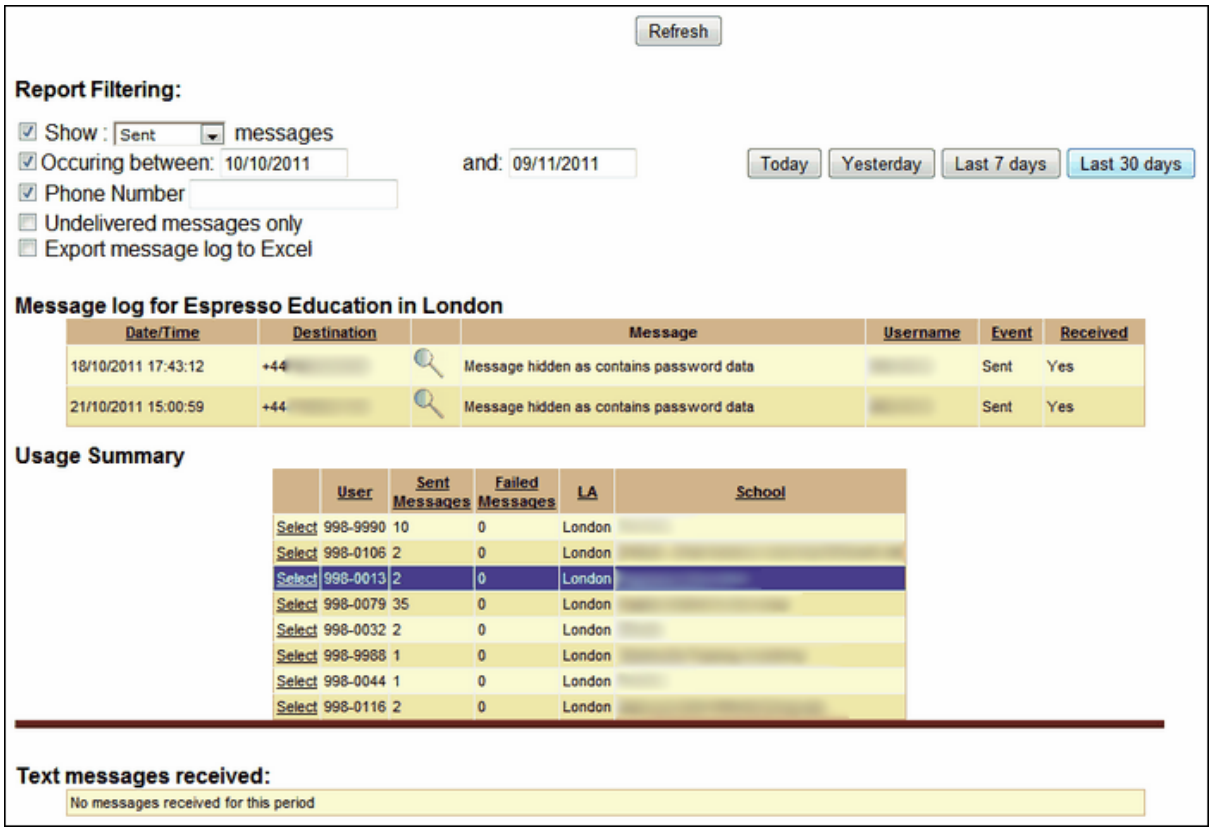
LA level view

LA level users will be able to see an activity log for all the schools in the LA which use the AutoText system.

Under the Message log for heading, you can see the messages sent by the school selected (ie highlighted in blue) in the Usage Summary section. Please note that a Yes in the Received column means that a message reached the intended recipient's phone, not necessarily that they have read it.

The Usage summary will show all the schools in the LA using AutoText and a summary of how many messages each school has sent within the selected time-frame.

The Text Messages Received section will show any replies that were sent to the selected school in response to a text message from the system.



An explanation of available fields

You can filter the reports by message status, date, phone number or undelivered messages.

To view by status, make sure the Show tick box is on (it is usually on by default with the default selection set to Sent) and select to view messages that were sent, queued, failed or all of the above.

To filter sent messages by date, select the date in the Occurring between field. Enter a start and end date by typing it in the box or choose from the date picker which pops up when you click in either

date box. Alternatively, you can simply view a log of messages from Today (whichever day it is), Yesterday, the Last 7 days or the Last 30 days.

If you want to check whether a text has been sent to a particular number, enter it in the Phone Number field.

If you choose any of the available options or select dates using the date picker, the page content will update automatically. If you enter any thing in any of the fields manually, you will need to the Refresh button.

The Message log will contain detailed information on the following:

Date/Time: Displays when the message was sent.

Destination: The mobile number that the text was sent to.

Magnifying Glass symbol: Will produce a pop-up showing the name of the recipient if registered to a USO account or will state that the number is not registered to a user's USO account.

Message: Will display the full text of the sent message.

Username: The user id code of the school.

Event: States the outcome of the system's attempt to send a message. If a message was not sent on the first attempt, the outcome of every attempt will be recorded as a separate event.

Received: Shows whether the sent message was received by the mobile number it was sent to.

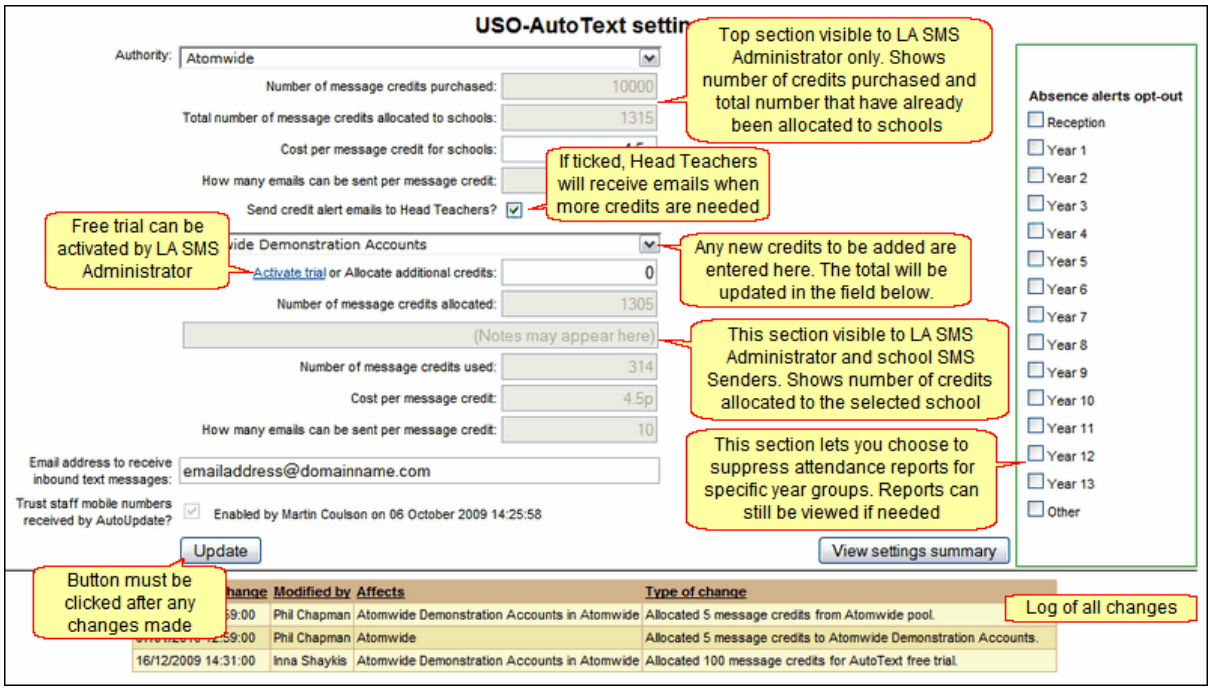
The Usage Summary will show the total messages sent by each school on the date(s) selected.

LA settings configuration

LA SMS administrators' configuration page

In order to view and change the settings on this page, LA-level users need to have the LA-level SMS Administrator profile AND SMS Sender profile added to their USO accounts. Both profiles are essential to be able to allocate credits.

School-level SMS Senders (including Head Teachers and Nominated Contacts) will see a different version of this page containing information relevant to their schools only.


USO-AutoText settin
Authority: Atomwide
Number of message credits purchased: 10000
Total number of message credits allocated to schools: 1315
Cost per message credit for schools:
How many emails can be sent per message credit:
Send credit alert emails to Head Teachers?
ide Demonstration Accounts
Activate trial or Allocate additional credits: 0
Number of message credits allocated: 1305
(Notes may appear here)
Number of message credits used: 314
Cost per message credit: 4.5p
How many emails can be sent per message credit: 10
Email address to receive inbound text messages: emailaddress@domainname.com
Trust staff mobile numbers received by AutoUpdate?
Enabled by Martin Coulson on 06 October 2009 14:25:58
Update
View settings summary
Absence alerts opt-out
Reception
Year 1
Year 2
Year 3
Year 4
Year 5
Year 6
Year 7
Year 8
Year 9
Year 10
Year 11
Year 12
Year 13
Other
Top section visible to LA SMS Administrator only. Shows number of credits purchased and total number that have already been allocated to schools
If ticked, Head Teachers will receive emails when more credits are needed
Free trial can be activated by LA SMS Administrator
Any new credits to be added are entered here. The total will be updated in the field below.
This section visible to LA SMS Administrator and school SMS Senders. Shows number of credits allocated to the selected school
This section lets you choose to suppress attendance reports for specific year groups. Reports can still be viewed if needed
Button must be clicked after any changes made
Log of all changes
Modified by
Affects
Type of change
Phil Chapman
Atomwide Demonstration Accounts in Atomwide
Allocated 5 message credits from Atomwide pool.
Phil Chapman
Atomwide
Allocated 5 message credits to Atomwide Demonstration Accounts.
16/12/2009 14:31:00
Inna Shaykis
Atomwide Demonstration Accounts in Atomwide
Allocated 100 message credits for AutoText free trial.

When entering this page view, your LA will be named in a greyed-out field.

Text and email settings fields explained

Number of message credits purchased	This is filled in by Atomwide when credits are bought by the LA. The LA SMS administrator does not have the ability to alter this field.
Total number of message credits	Shows credits allocated to all schools within the authority to date. This number is calculated automatically by adding the credit allocations of all schools. This field cannot be edited.
Cost per message credit for schools	This is decided and filled in by the LA SMS administrator.
Send credit alert emails	This box can be ticked by the LA SMS Administrator. If the box is ticked, a Head Teacher will receive automated emails when message credits have fallen to a negative number informing them that additional credits must be purchased.
Activate trial or Allocate additional credits	The LA SMS administrator can select a school from the dropdown list and view the number of credits already allocated or allocate additional additional credits to that school by entering the number of credits to be allocated in this field.
Number of message credits allocated	This field is read-only and is updated automatically when some amount of new message credits is entered into the field directly above this. The new total of message credits is automatically calculated and displayed.
Notes	A notes field below the credits allocated to a school is accessible to Atomwide staff only. Notes will be entered if needed and will be visible as a read-only field to relevant users.
Number of message credits used	This is calculated automatically for each school and cannot be edited.

Cost per message credit	This will show the cost decided by the LA and will be the same as the cost per message credit for schools field above. However, as school-level users cannot see the section above the school name, this repeated field makes the cost details visible to them.
How many emails can be sent per message credit	Shows the number of emails that can be sent for a single message credit. Unlike text messages, this ratio is not 1 to 1.
Email address that receives inbound text messages	This is the address that receives any texts sent in reply to messages sent by AutoText. It can be set ONLY by a Nominated Contact who is also an SMS Sender.
Trust staff mobile numbers received via AutoUpdate	The decision to trust staff mobile numbers can be made by the Head Teacher only. This tick-box will be greyed-out (unavailable) for all other users. Please note that any change to this field will come into effect following the next scheduled data export via AutoUpdate (usually overnight).

After any change has been made, it is essential to click the Update button in the lower left corner. This ensures the changes take effect and adds it to the change log at the bottom of the page. The change log will display all changes made within the LA if no school is selected. If a school is selected, only the changes relevant to that school will be shown. Schools will see only changes relevant to them.

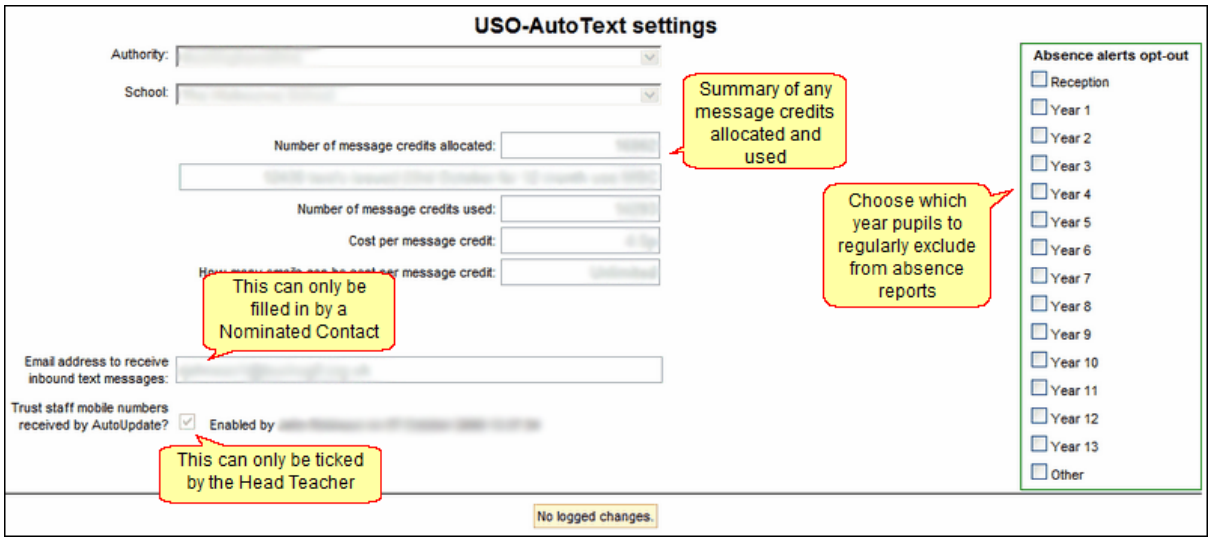
The View settings summary button in the lower right corner will produce a summary of all activity, stating how many credits have been allocated to each participating school and how many have been used.

Any school not yet using the USO-AutoText service is entitled to a free trial. The LA administrator will see a blue link called Activate trial below the school's name. The link appears only if the school has not yet used AutoText. The free trial can only be activated once. The selected school will receive 100 free credits that are not deducted from the number of credits purchased by the LA. Once the 100 credits are used up, the school can be allocated additional credits by the LA. A school can also purchase additional credits directly from Atomwide.

School settings configuration

School SMS Sender configuration page

SMS Senders can view the configuration page, as illustrated below, but do not have the ability to make any changes to the number of messages available or sent.



Senders can, however, decide on the Absence alerts opt-out settings (in the green box on the right). If you are an SMS Sender as well as a Head Teacher or Nominated Contact, you will be able to access options that an ordinary SMS Sender will not have.

An explanation of visible fields:

Number of message credits allocated	This field is read-only and is updated automatically when some amount of new message credits is entered into the field directly above this. The new total of message credits is automatically calculated and displayed.
Notes	A notes field below the credits allocated to a school is accessible to Atomwide staff only. Notes will be entered if needed and will be visible as a read-only field to relevant users.
Number of message credits used	This is calculated automatically for each school and cannot be edited.
Cost per message credit	This will display the cost (in pence) of each text message sent.
How many emails can be sent per message credit	Shows the number of emails that can be sent for a single message credit. Unlike text messages, this ratio is not 1 to 1.
Email address that receives inbound text messages	This is the address that receives any texts received in reply to messages sent by AutoText. It can be set ONLY by a Nominated Contact who is also an SMS Sender.
Trust staff mobile numbers received via AutoUpdate	The decision to trust staff mobile numbers can be made by the Head Teacher only. This tick-box will be greyed-out (unavailable) for all other users. Please note that any change to this field will come into effect following the next scheduled data export via AutoUpdate (usually overnight).

Head Teachers-only functionality

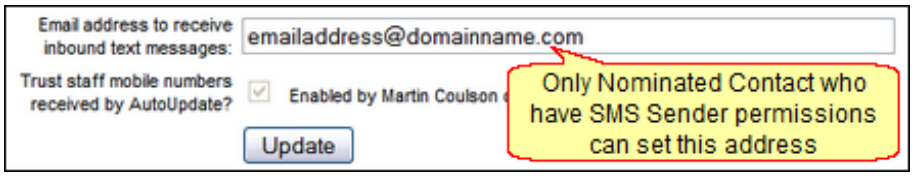
If you would like to have the mobile numbers of all staff considered as "verified", you can tick the box next to Trust staff mobile numbers received by AutoUpdate. This will make those numbers available for use with AutoText but does not guarantee that the numbers are correct. It simply precludes each member of staff from having to go through the verification process.

Only a Head Teacher who also has SMS Sender permissions will be able to tick this box.

Nominated Contacts-only functionality

A school must specify an email address to which people can reply if they receive an email via AutoText. This is done via the AutoText >> Configure Settings.

You must be a Nominated Contact who also has SMS Sender permissions in order to fill in this field. No other person, including a Head Teacher (unless the Head is also a Contact) is able to do this.


Email address to receive inbound text messages:
emailaddress@domainname.com
Trust staff mobile numbers received by AutoUpdate?
Enabled by Martin Coulson
Update
Only Nominated Contact who have SMS Sender permissions can set this address

Click Update to save any changes.

Ticking the absence alerts opt-outs will create a default setting for absence reports (see the Opting out section below). The settings configured on this page will be the default ones even if they are changed when viewing the absentee list under Send messages > Pupil absence. The change log will show any changes made to your school's credit allocation.

Opting out of attendance reports

On the right side of the screen, you can configure settings for the daily attendance reports in the box titled Absence alerts opt-out. Any year groups that are ticked will be excluded by default from the daily absence reports. If the excluded attendance data needs to be viewed, it can still be accessed via the absentee list under Send messages > Pupil absence.

Ticking or un-ticking groups does not generate the automatic sending of any texts or emails. Its function is to display the correct absence reports on the page that can be used to send emails or texts to pupil contacts. To send attendance-related messages, the SMS sender will need to pro-actively choose to send them to the contacts of absent pupils.

After any change has been made, it is essential to click the Update button. This ensures the changes take effect and adds it to the change log at the bottom of the page. The change log will display only changes that are relevant to your school.

For configuration setting available to LA SMS Administrators see the relevant page here.

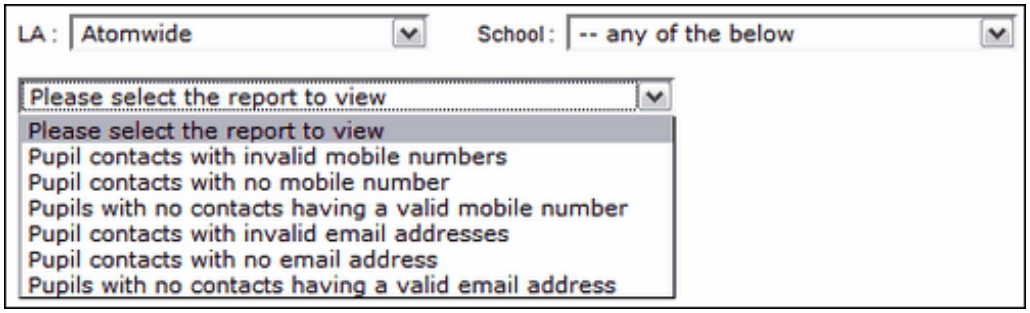
Invalid mobile numbers and email addresses

To find pupils whose contacts have an incorrect or non-existent mobile numbers or email addresses, select the Invalid Mobile Numbers link under the AutoText tab.

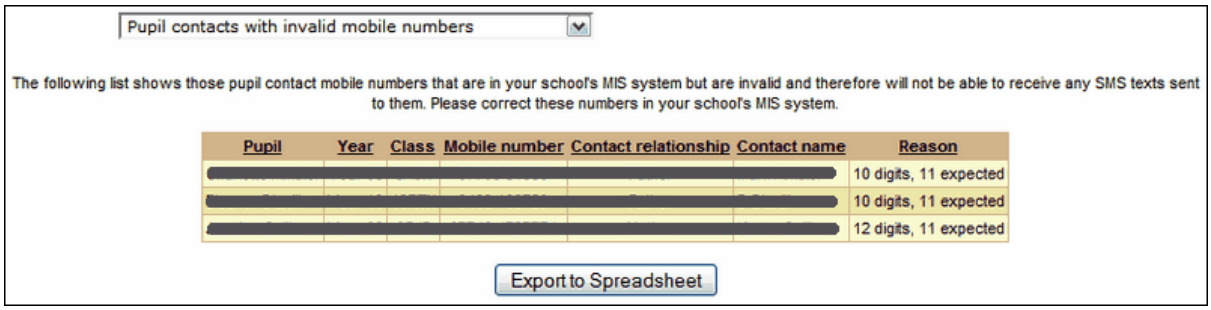
The accuracy of the invalid contact information is dependent on the data exported from a school's MIS using AutoUpdate. Exporting MIS data is the only way to link pupil contacts' details to the Atomwide support site.

If you are an authorised SMS sender for more than one school, you will be able to select a school from the dropdown list on the right. Otherwise your school will be displayed.

When you arrive at the Invalid mobile numbers page you will see your LA, your school (or a dropdown list of schools if you have access to more than one) and a dropdown menu of the information it is possible to view.


LA : Atomwide
School : -- any of the below
Please select the report to view
Please select the report to view
Pupil contacts with invalid mobile numbers
Pupil contacts with no mobile number
Pupils with no contacts having a valid mobile number
Pupil contacts with invalid email addresses
Pupil contacts with no email address
Pupils with no contacts having a valid email address

Selecting the first option Pupil contacts with invalid mobile numbers will generate a list displaying the Pupil's name, Year, Class, Mobile number of contact, the Relationship of the contact to the pupil, the Contact name and the Reason the phone number is considered invalid.


Pupil contacts with invalid mobile numbers
The following list shows those pupil contact mobile numbers that are in your school's MIS system but are invalid and therefore will not be able to receive any SMS texts sent to them. Please correct these numbers in your school's MIS system.
Pupil
Year
Class
Mobile number
Contact relationship
Contact name
Reason
10 digits, 11 expected
10 digits, 11 expected
12 digits, 11 expected
Export to Spreadsheet

Please note that if you are not an MIS officer at your school you will NOT be able to see any fields other than the pupils' names and the reason the phone numbers are not valid. All the other fields will appear blank.

Invalid Numbers

- Numbers are considered invalid if they contain more than 11 digits (spaces not included).
- Numbers beginning with 00 and followed by a foreign country code are also not acceptable.

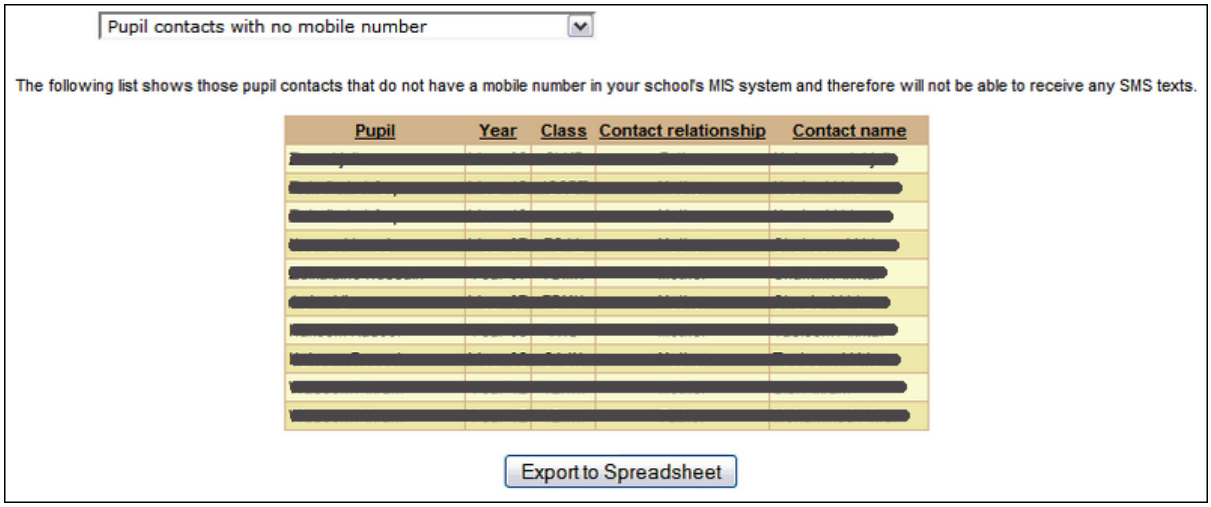
Acceptable Numbers

- Any UK mobile number submitted with or without spaces
- Numbers beginning with +44 and omitting the initial zero character
- Numbers beginning with 44 and omitting the initial zero character

Once a list has been generated you can export it to a spreadsheet if needed by clicking on Export to Spreadsheet and obtain contacts' details for these pupils. Contacts' details must be updated in the school's MIS and will then be exported to Atomwide in the next scheduled data export.

Pupil contacts with no mobile number

To find pupils whose accounts have no parental contact mobiles, select on Pupil Contacts that have No Mobile Number from the dropdown list.


Pupil contacts with no mobile number
The following list shows those pupil contacts that do not have a mobile number in your school's MIS system and therefore will not be able to receive any SMS texts.
Pupil
Year
Class
Contact relationship
Contact name
Export to Spreadsheet

The generated results will display the Pupil's name, Year, Class, Relationship of the Contact and the Contact Name.

Please note that if you are not an MIS officer at your school you will NOT be able to see any fields other than pupils' names. All the other fields will appear blank.

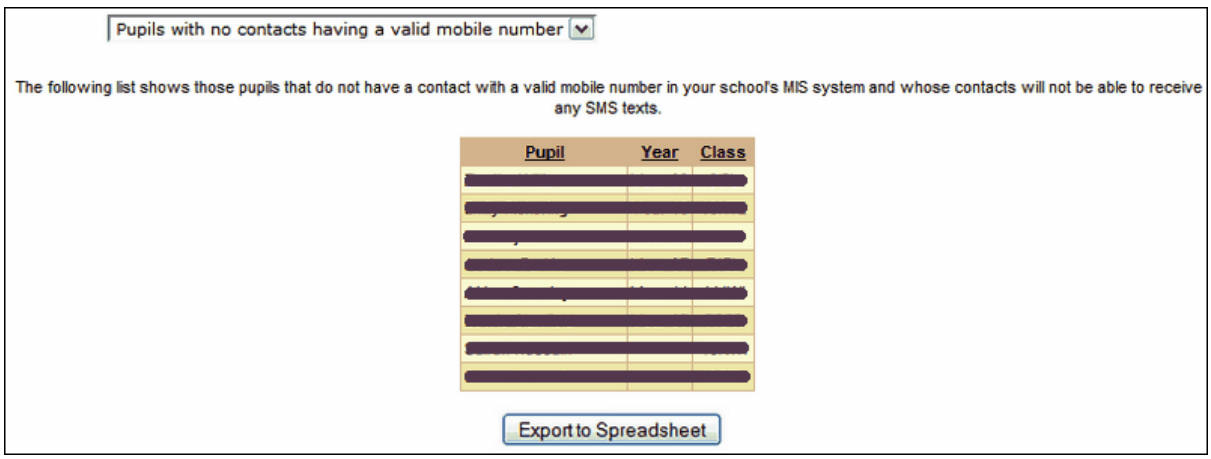
If you need to export this list click Export to Spreadsheet to save it in Excel.

Any new details must be updated in the school's MIS and will then be exported to Atomwide in the next scheduled data export.

Pupils with no contacts who have a valid mobile

To find pupils who do not have any contacts with a valid mobile number select Pupils with no contacts having a valid mobile from the dropdown list.

The results will show pupils whose parents or guardians cannot be contacted via SMS. The list will display Pupil Name, Year and Class. It can be exported to a spreadsheet if needed.


Pupils with no contacts having a valid mobile number
The following list shows those pupils that do not have a contact with a valid mobile number in your school's MIS system and whose contacts will not be able to receive any SMS texts.
Pupil
Year
Class
Export to Spreadsheet

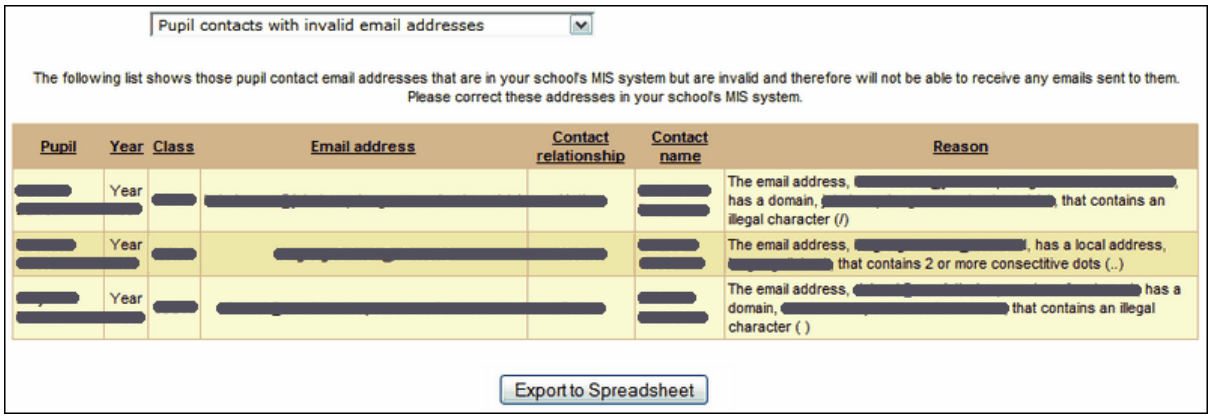
Please note that if you are not an MIS officer at your school you will NOT be able to see any fields other than the pupils' details. All the other fields will appear blank.

Any new details must be updated in the school's MIS and will then be exported to Atomwide in the next scheduled data export.

Pupils whose contacts have invalid email addresses

To find pupils whose contacts have an unusable email address choose Pupil contacts with invalid email addresses from the dropdown list.

The resulting list will display the Pupil's name, Year, Class, Email of contact, the Relationship of the contact to the pupil, the Contact's name and the Reason the address is invalid.


Pupil contacts with invalid email addresses
The following list shows those pupil contact email addresses that are in your school's MIS system but are invalid and therefore will not be able to receive any emails sent to them.
Please correct these addresses in your school's MIS system.
Pupil
Year
Class
Email address
Contact relationship
Contact name
Reason
Year
The email address, has a domain, that contains an illegal character (/)
Year
The email address, has a local address, that contains 2 or more consectitive dots (..)
Year
The email address, has a domain, that contains an illegal character ( )
Export to Spreadsheet

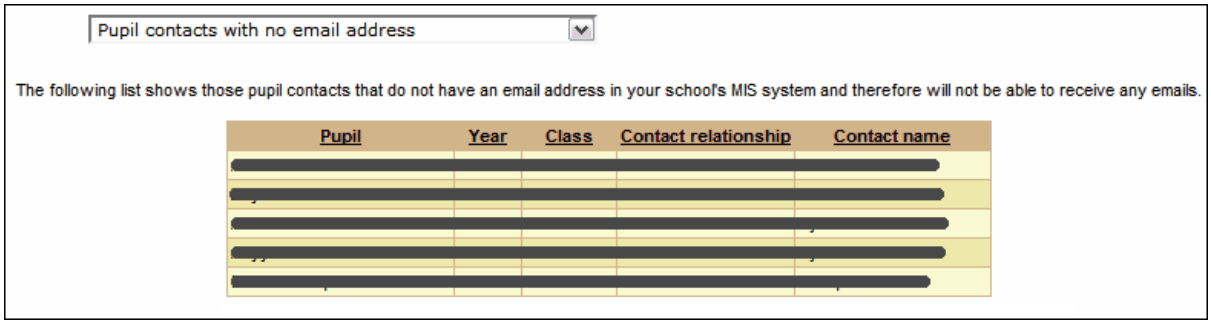
Please note that if you are not an MIS officer at your school you will NOT be able to see any fields other than the pupils' details and the reason the email addresses are not valid. All the other fields will appear blank.

Any new details must be updated in the school's MIS and will then be exported to Atomwide in the next scheduled data export.

Pupils whose contacts have no email address

To find pupils whose contacts have not provided an email address choose Pupil contacts with no email address from the dropdown list.

The results will show Pupil's name, Year, Class, Contact's relationship to the pupil and the Contact name. This list can be exported to a spreadsheet if needed.

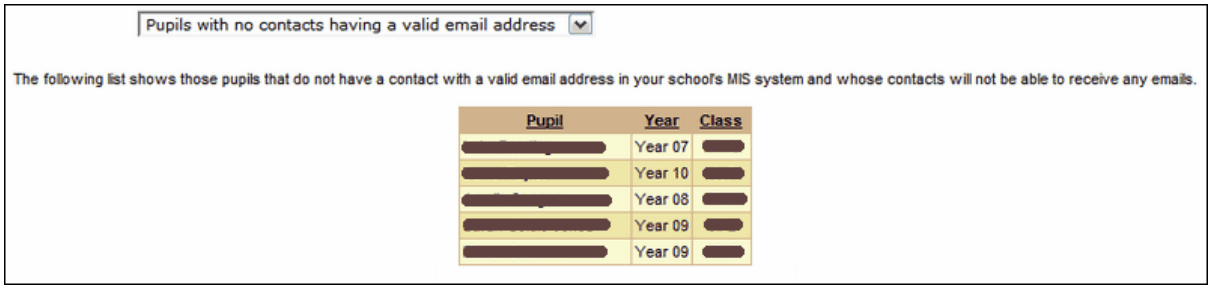

Pupil contacts with no email address
The following list shows those pupil contacts that do not have an email address in your school's MIS system and therefore will not be able to receive any emails.
Pupil
Year
Class
Contact relationship
Contact name

Please note that if you are not an MIS officer at your school you will NOT be able to see any fields other than the pupils' details. All the other fields will appear blank.

Any new details must be updated in the school's MIS and will then be exported to Atomwide in the next scheduled data export.

Pupils who don't have any contacts with email addresses

To find pupils who do not have any contacts with a valid email address chose Pupils with no contacts having a valid email address from the dropdown list.


Pupils with no contacts having a valid email address
The following list shows those pupils that do not have a contact with a valid email address in your school's MIS system and whose contacts will not be able to receive any emails.
Pupil
Year
Class
Year 07
Year 10
Year 08
Year 09
Year 09

Please note that if you are not an MIS officer at your school you will NOT be able to see any fields other than the pupils' details. All the other fields will appear blank.

Any new details must be updated in the school's MIS and will then be exported to Atomwide in the next scheduled data export.

Contact Opt Out

Opting out of text notifications

A pupil's contact who has provided a mobile number may opt out of receiving text notifications. The contact must make their wishes clear to the school when providing a mobile number.

The person who enters the information in the school's MIS must then enter "optout" and the characters (#123) after the phone number. For example, an opted out number would appear like this: 07777555666(optout#123). It is essential that the numeric characters are included for this to be processed correctly.

Please note that while entering numbers using this format into your MIS is possible it is not advisable as it reduces the quality of your data. However, you may do this at your own discretion.

When such a number is exported using AutoUpdate, it is considered invalid by the system and the person to whom it belongs will not receive any text messages using the AutoText function in the Atomwide support site.

Opting out of email notifications

A pupil's contact may also opt out of receiving email notifications despite supplying an email address to the school. The contact must make the wish to not receive email notifications clear to the school.

The person responsible for entering the information in the school's MIS must enter an email address for such a contact followed by (optout) so that the address looks like: name@domain.co.uk(optout).

When such an address is exported using AutoUpdate, it is considered invalid by the system and the person to whom it belongs will be unable to receive emails using the AutoText function in the Atomwide support site.

Please note that while entering email addresses using this format into your MIS is possible it is not advisable as it reduces the quality of your data. However, you may do this at your own discretion.